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TOYOTA GAS PEDALS: IS THE PUBLIC AT RISK?

HEARING

BEFORE THE

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

HOUSE OF REPRESENTATIVES

ONE HUNDRED ELEVENTH CONGRESS

SECOND SESSION

FEBRUARY 24, 2010

Serial No. 111–75

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TOYOTA GAS PEDALS: IS THE PUBLIC AT RISK?

WEDNESDAY, FEBRUARY 24, 2010

HOUSE OF REPRESENTATIVES,
COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM,
Washington, DC.

The committee met, pursuant to notice, at 11 a.m., in room 2154 Rayburn House Office Building, Hon. Edolphus Towns (chairman of the committee) presiding.

Present: Representatives Towns, Kanjorski, Maloney, Cummings, Kucinich, Tierney, Clay, Watson, Lynch, Cooper, Connolly, Quigley, Kaptur, Norton, Davis, Van Hollen, Cuellar, Hodes, Murphy, Welch, Foster, Speier, Driehaus, Chu, Issa, Burton, Mica, Souder, Duncan, Turner, McHenry, Bilbray, Jordan, Flake, Fortenberry, Chaffetz, Schock, Luetkemeyer, and Cao.

Also present: Representative Davis of Kentucky.

Staff present: John Arlington, chief counsel, investigations; Kevin Barstow, investigative counsel; Peter Fise, staff assistant; Linda Good, deputy chief clerk; Jean Gosa, clerk; Velginy Hernandez, press assistant; Adam Hodge, deputy press secretary; Carla Hultberg, chief clerk; Marc Johnson and Ophelia Rivas, assistant clerks; Chris Knauer, senior investigator/professional staff member; Phyllis Love and Christopher Sanders, professional staff members; Mike McCarthy, deputy staff director; Steven Rangel, senior counsel; Jenny Rosenberg, director of communications; Leneal Scott, IT specialist; Shrita Sterlin, deputy director of communications; Ron Stroman, staff director; Gerri Willis, special assistant; Lawrence Brady, minority staff director; John Cuaderes, minority deputy staff director; Rob Borden, minority general counsel; Jennifer Safavian, minority chief counsel for oversight and investigations; Frederick Hill, minority director of communications; Adam Fromm, minority chief clerk and Member liaison; Kurt Bardella, minority press secretary; Seamus Kraft and Benjamin Cole, minority deputy press secretaries; Tom Alexander and Kristina Moore, minority senior counsels; Marvin Kaplan, minority counsel; and Jonathan Skladany, minority chief counsel.

Chairman TOWNS. Good morning. And thank you all for being here.

It is hard to imagine the horror of the event that took the lives of an entire family near San Diego, CA on August 28, 2009. California's Highway Patrolman Mark Saylor, his wife, their 13-year-old daughter, and Mrs. Saylor's brother, Chris, were driving in a Toyota Lexus, a loaner car that the Toyota dealer provided while their car was being repaired.

As they drove along the highway, suddenly the car accelerated rapidly. He stood on the brakes, but nothing happened. No matter what he did, he could not stop the car from flying down the road faster and faster. As this car reached top speed in just a few seconds, it was all he could do to keep it under control.

In a frantic call to 911, his brother-in-law, Chris, reported the gas pedal was stuck, the brakes did not work, and they were barreling down on an intersection. He yelled over the phone, “Hold on. Hold on. Hold on. Hold on, and pray. Pray.” And those were his last words.

We now know that the terrifying death of this family was not caused by a freak accident. It turns out that people from all over the country had been complaining about sudden acceleration in Toyota vehicles. And what people are wondering is, “Will I be next?”

Our investigation found that the National Highway Traffic Safety Administration [NHTSA] has received nearly 2,500 driver complaints about sudden acceleration in Toyota vehicles. We have discovered that since 2000, one insurance company, State Farm, has reported to NHTSA over 900 cases of sudden acceleration in Toyotas. We have also learned that NHTSA did very little about it; and, when it did do something, its actions were very limited.

Similarly, Toyota either ignored or minimized reports of sudden acceleration. Toyota first blamed the problem on improper installation of floor mats, never mind that many reports of sudden acceleration involved vehicles that did not even have a floor mat. Now they blame it on sticky gas pedals. While I remain skeptical that these are the sole causes, the way that these complaints were handled indicates problems at both NHTSA and Toyota.

Since 2003, NHTSA has undertaken a multitude of investigations into sudden unintended acceleration. But there is a serious question of whether NHTSA used all of its regulatory tools to thoroughly investigate this issue.

When I read press accounts about how former NHTSA officials were hired by Toyota and then helped to negotiate the scope of regulatory increase, I have my own doubts.

In the case of Toyota, there is striking evidence that the company was at times more concerned with profit than customer safety. Toyota’s own internal documents indicate that a premium was placed on delaying or closing NHTSA investigations, delaying new safety rules, and blocking the discovery of safety defects. In fact, Toyota officials bragged about saving $100 million by preventing NHTSA from finding a defect related to sudden acceleration.

The recent Prius recall represents yet another troubling pattern of delay when it comes to revealing safety information. A few weeks ago, Toyota announced it would recall certain Prius models because of a software problem related to the braking system. Drivers began complaining to NHTSA about Prius brake problems last year. Toyota knew about this problem and was already addressing it for new cars on the assembly line. But at the same time, Toyota withheld that information from both NHTSA and current Prius drivers until months later.

If the spotlight had not already been shining brightly on Toyota, would the public have ever been told? That is a question that needs to be answered.

NHTSA failed the taxpayers. Toyota failed their customers. Thousands of complaints, multiple investigations, and serial recalls are bad enough, but we now have 39 deaths attributed to sudden acceleration in Toyotas.

To give that horrifying number some perspective, there were 27 deaths attributed to the famous Pinto exploding gas tank of the 1970's. In short, if the Camry and the Prius were airplanes, they would be grounded.

These facts raise several important questions. Is it safe to drive these cars? Is Toyota now serious about solving the problem? Can NHTSA say the cause of the problem has been identified and fixed? What can we do to prevent this kind of thing from happening again? Can the American people trust NHTSA to ensure vehicle safety? Hopefully, we will find some answers to these and many other questions today.

On that note, I yield to the gentleman, the ranking member from California, Congressman Darrell Issa, for his opening statement.

[The prepared statement of Hon. Edolphus Towns follows:]

COMMITTEE ON
OVERSIGHT AND GOVERNMENT REFORM
Chairman Edolphus Towns, 111th Congress

Opening Statement of Chairman Edolphus Towns

Committee on Oversight and Government Reform

February 24, 2010

"Toyota Gas Pedals: Is the Public at Risk?"

Good morning and thank you all for being here.

It is hard to imagine the horror of the event that took the lives of an entire family near San Diego, California on August 28, 2009.

California Highway Patrolman Mark Saylor, his wife, their 13-year old daughter, and Mrs. Saylor's brother Chris, were driving in a Toyota Lexus, a loaner car that their Toyota dealer provided while theirs was being repaired. As they drove along the highway, suddenly the car took off, accelerating rapidly. He stood on the brakes, but nothing happened.

No matter what he did, he could not stop his car from flying down the road faster and faster. As his car reached top speed in just a few seconds, it was all he could do to keep it under control.

Meanwhile, in a frantic call to 911, his brother-in-law Chris reported the gas pedal was stuck, the brakes didn't work, and they were barreling down on an intersection. He yelled over the phone, "Hold on . . . hold on and pray . . . . pray!" And those were his last words. All four people died when their Lexus tore off the road at 120 mph and plunged into a canyon.

We now know that the terrifying deaths of this family were not caused by a freak accident. It turns out that people from all over the country had been complaining about sudden acceleration in Toyota vehicles for years, and what people are wondering is, "am I next?"

Our investigation found that the National Highway Traffic Safety Administration (NHTSA) has received nearly 2,500 driver complaints about sudden acceleration in Toyota vehicles. Moreover, we have discovered that since 2000, one insurance company – State Farm – has reported to NHTSA over 900 cases of sudden acceleration in Toyotas. We have also learned that NHTSA did very little about it, and when it did do something, its actions were very limited.

Similarly, Toyota either ignored or minimized reports of sudden acceleration. Toyota first blamed the problem on "improper installation of floor mats." Never mind that many reports of sudden acceleration involved vehicles that didn't even have floor mats. Now they blame it on sticky gas pedals.

While I remain skeptical that these are the sole causes, the way these complaints were handled indicates problems at both NHTSA and Toyota.

Since 2003, NHTSA has undertaken a multitude of investigations into sudden unintended acceleration. But there is a serious question of whether NHTSA used all of its regulatory tools to thoroughly investigate this issue. When I read press accounts about how former NHTSA officials were hired by Toyota and then helped "negotiate the scope" of regulatory inquiries, I have my doubts.

In the case of Toyota, there is striking evidence that the company was at times more concerned with profit than with customer safety. Toyota's own internal documents indicate that a premium was placed on delaying or closing NHTSA investigations, delaying new safety rules, and blocking the discovery of safety defects. In fact, Toyota officials bragged about saving $100 million by preventing NHTSA from finding a defect related to sudden acceleration.

The recent Prius recall represents yet another troubling pattern of delay when it comes to revealing safety information. A few weeks ago, Toyota announced it would recall certain Prius models because of a software problem related to the braking system. Drivers began complaining to NHTSA about Prius brake problems last year.

Toyota knew about this problem and was already addressing it for new cars on the assembly line. But at the same time, Toyota withheld that information from both NHTSA and current Prius drivers until months later. If the spotlight had not already been shining brightly on Toyota, would the public have ever been told?

NHTSA failed the taxpayers and Toyota failed their customers. Thousands of complaints, multiple investigations, and serial recalls are bad enough. But we now have 39 deaths attributed to sudden acceleration in Toyotas. To give that horrifying number some perspective, there were 27 deaths attributed to the famous Pinto exploding gas tank of the 1970s.

In short, if the Camry and the Prius were airplanes, they would be grounded.

These facts raise several important questions:

- Is it safe to drive these cars?
- Is Toyota now serious about solving the problem?
- Can NHTSA say the cause of the problem has been identified and fixed?
- What can we do to prevent this kind of thing from happening again?
- Can the American people trust NHTSA to ensure vehicle safety?

Hopefully we will find some answers to these and other questions today.

# # #

Mr. ISSA. Thank you, Mr. Chairman. A little housekeeping. Mr. Chairman, I would ask unanimous consent Mr. Jeff Davis of the Commonwealth of Kentucky be allowed to participate in the hearing as a dais member, recognizing that it will be unlikely that there will be any time for him to ask questions.

Chairman TOWNS. Without objection, he will be accepted.

Mr. ISSA. Thank you, Mr. Chairman.

Mr. Chairman, it is the obligation of yourself primarily, and then myself, to set the tone for hearings, to tee up, if you will, through our opening statements how we view what we are going to accomplish here today. And I would like to commend you for the work you have done in your opening statement and add just a little bit more to it.

I would first like to put up a slide of the recalls, From Recall to Recovery.

This slide shows a little of the history that the chairman alluded to. The 1978 recall of Ford Pintos. The 1981 GM recalls for steering problems, 5.8 million vehicles. The very sad but great loss of life, 1982 Tylenol recalls of 31 million bottles of Tylenol pills, which of course led to the tamper-proof bottles we all take for granted today. The 1996 Ford recalls of 8 million vehicles for fires. And, of course, the well-publicized GM recall after their pickup trucks would spontaneously explode if hit from the rear.

Mr. Chairman, this is an example of companies, both auto and non-auto, who over the years have faced clear challenges. In the case of the auto companies, we expect to see them again. We judge them not by whether or not they from time to time have unseen and developed problems in their vehicles; but, how quickly they respond and how they in fact react after scrutiny, from either within their own company or from without, brings these to their attention.

I will not call any of these five a success except for Tylenol. Tylenol was a victim of other people, in all likelihood, poisoning their product; and yet, they took a step that has changed safety of the medicines we take for granted today.

Recently, Mr. Toyoda's company, Toyota Motor Cars, began airing a television commercial, and I will take the liberty of using his words today. In it, they said that, "In fact, good companies fix the mistakes they have made, but great companies learn from them."

Today, we will be asking Mr. Toyoda and Mr. Inaba those very questions as to whether or not they are a good company or a great company.

My second slide, I think, depicts one of the challenges of why, prior to today, we cannot say that Toyoda was a great company, perhaps not even a good company, when in 2007 what we know for a fact is that floor mat problems or gas pedal entrapment problems were discovered in similar vehicles in both the United States and Japan.

In the United States, working with NHTSA, a negotiated fix related to the carpets occurred. In Japan, the gas pedal, like the one seen here today, was shortened. In 2009, nearly 2 years later, we had the sad and fatal loss of life in what in all likelihood, and has been at least documented, reported, and not formally contested, to be a carpet entrapment problem of an automobile loaned by Bob Baker, a local dealer in my city, that led to this loss of life.

Today, in 2010, gas pedals are being shortened at dealers around the country. It is very clear that at least at Toyota, a possible solution, now seen as superior, was available, contemplated, and executed, but not for the very car that ultimately—the S350 that led to this loss of life.

So today we will be asking two questions: How could NHTSA, in this modern age in which I can Google Secretary LaHood's name, get pictures from all over the world of the Secretary to get information and bio and almost anything from data bases around the globe—how is it that NHTSA does not formally have a system to know about every report, whether it is a sticky accelerator in Great Britain, whether it is a troubled system in Canada, whether it is a different but similar vehicle in Japan, NHTSA is not prepared to proactively act.

Some would say that we should in fact add to our body of laws. I believe that both NHTSA and Secretary LaHood will tell us that our body of law is sufficient and yet modernization is required.

I am delighted to have my friend and former colleague, Secretary LaHood, here today, because it will be on his watch that either the Department of Transportation will be a good organization dealing with these specific problems, or a great organization learning from the mistakes of the past.

Mr. Chairman, I thank you for holding this hearing. I look forward to our witnesses, and I yield back.

Chairman TOWNS. I thank the ranking member for his statement.

[The prepared statement of Hon. Darrell E. Issa follows:]

EDOLPHUS TOWNS, NEW YORK
CHAIRMAN

DARRELL E. ISSA, CALIFORNIA
RANKING MINORITY MEMBER

ONE HUNDRED ELEVENTH CONGRESS
Congress of the United States
House of Representatives
COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM
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Opening Statement of Representative Darrell Issa, Ranking Member
House Committee on Oversight and Government Reform
Hearing Entitled "Toyota Gas Pedals: Is the Public at Risk?"
February 24, 2010

Thank you, Mr. Chairman, for holding today's hearing about a serious breakdown in the efforts of Toyota and the Department of Transportation to protect consumers and to provide timely and accurate information about Toyota's recalls.

Without question, advances in automotive technology, particularly electronic safety advances including anti-lock brakes, electronic stability control, and air bag sensors have made cars on the road today safer than ever before. American consumers certainly don't want to take a step backward away from technological advances. What they want is to know that regulators and manufacturers have effective strategies in place to quickly diagnose and fix problems in both newer and older technology systems after warning signs appear.

This hearing is a fact- finding effort to get answers for the American people. It is ***not*** an ideologically-driven hearing designed to punish Toyota- or any auto-manufacturer for that matter.

The only interests that matter today, Mr. Chairman, are the interests of the American driving public.

There are several questions that this hearing will help to answer.

Are the problems experienced by Toyota unique, or could other manufacturers have similar design flaws that warrant possible recall?

Was Toyota reckless, negligent, or just slow in its response to protect its customers once the existence of problems were reported and later became clear?

Has the National Highway Transportation Safety Administration been sufficiently proactive in its regulatory oversight of Toyota and other carmakers?

Has Congress given the Department of Transportation sufficient resources to meet its regulatory responsibility, and if not, what more needs to be done to protect the American public?

Has the government been asleep at the switch when it comes to automobile safety, and if so, who is responsible?

The American people have grown increasingly anxious about their safety in light of the events that prompted today's hearing. It is our responsibility, Mr. Chairman, to conduct a thorough investigation of the facts, and if necessary, to craft legislative remedies that ensure the safety of everyone on our nation's roads and highways.

Within this committee's jurisdiction, we have no greater responsibility than to protect the American people, and we must not forget that today's hearing is a solemn occasion examining a failure that has resulted in dozens of deaths and injuries.

For many years, Toyota has been a leader in the automotive industry. As a Toyota owner, I would add that I believe the company's reputation for quality is well-earned. For the past decade, Toyota's market share has gradually risen, and consumer confidence has increased. As an innovator in fuel-efficient, affordable vehicles, Toyota has worked hard to build an impressive reputation and a strong company that provides Americans with quality products and thousands of jobs here in the United States.

In recent weeks, we have learned what both Toyota and government regulators at the National Highway Transportation Safety Administration have known since at least 2003. A problem in some vehicles has caused sudden unintended accelerations in a number of Toyota products. It took four years, however, before any real attempt at corrective action was taken. It wasn't until just a few weeks ago that a full recall was issued, and it is still unclear why some Toyota products are defective while others are not, and whether we've seen the end of the problem. Toyota customers deserve clear answers about what went wrong, what corrective action needs to take place, and what lessons Toyota and the Department of Transportation have learned.

Mr. Chairman, it's important that we keep in mind that every year over 40,000 Americans are killed in motor vehicle collisions. Often alcohol is a factor. We cannot reasonably expect that even the best designs and precautions can prevent all such deaths. Flaws in designs, though usually minor and not easily detected, accompany efforts by manufacturers to make advances in areas such as safety and fuel economy. These advances, however, consistently yield safer and more dependable vehicles than those coming out of assembly lines 10 years ago.

It would be wrong not to credit Toyota for years of engineering advances that overcame past problems and, ultimately, saved many lives. Nevertheless, customers and the American people expect that when reports of safety problems first surface, both manufacturers and government safety officials take them seriously and ensure that proper expertise and attention is applied to the examination of complaints or warnings. Customers also expect that when problems are identified, manufacturers and government officials will work quickly and cooperatively to provide timely and accurate information to those affected and provide a solution as expeditiously as possible. In the case of the Toyota recall, these expectations have clearly not been met.

Thank you, again, Mr. Chairman, for your commitment to a responsible, fact-based oversight effort. I look forward to hearing from today's witnesses and hope this hearing will give millions of Toyota owners clear answers and explanations about this situation.

###

Chairman TOWNS. At this time, we would like to introduce our first witness, the Honorable Raymond H. LaHood, Secretary of the U.S. Department of Transportation.

Mr. Secretary, it is a longstanding tradition that we swear all of our witnesses in. If you would stand and raise your right hand.

[Witness sworn.]

Secretary LAHOOD. It gives them a chance to take more pictures, also.

Chairman TOWNS. Let the record reflect that the witness answered in the affirmative. You may be seated. And you may begin.

STATEMENT OF RAYMOND H. LaHOOD, SECRETARY, U.S. DEPARTMENT OF TRANSPORTATION

Secretary LAHOOD. Thank you Chairman Towns and Ranking Member Issa, and the members of the committee, for the opportunity to appear before you today to discuss the important issue of Toyota's recent safety recalls.

Ever since I was sworn in as Secretary of Transportation 13 months ago, I said that safety is the Department's No. 1 priority. I would like to think that we have demonstrated that commitment time and time and time again. When the terrible crash of the Washington Metro system claimed nine lives and injured dozens of others last summer, we quickly introduced legislation, which I would encourage all of you to cosponsor, to give us Federal safety oversight over transit, something we currently don't have. As a matter of fact, we are prohibited from having that kind of responsibility.

When Colgan Air Flight 3407 crashed in Buffalo, we learned right away what many of the problems were and we did not wait 1 year for the NTSB to conclude its investigation. We began working with the aviation industry immediately to enhance airline safety and pilot training, holding 12 safety summits around the country. This spring, the FAA will issue a new rule to combat pilot fatigue, and it has already begun to overhaul pilot certification qualifications.

One of the hallmarks of my time as Transportation Secretary has been our work on distracted driving. For all of you with cell phones and BlackBerries and other electronic devices, I want you to know that I am on a rampage about people talking and texting while driving a bus, plane, or train, and an automobile. It is a menace to society, and we recently exercised our authority to ban truck drivers from texting while driving.

Now, for Toyota. The Toyota recall situation is extremely serious and we are treating it extremely seriously. The three recalls involving Toyota are among the largest in automobile history, affecting more than 6 million people in the country.

And I would like to say a word to consumers. If you notice your gas pedal or your brake is not responding as it normally would, contact your Toyota dealer now. The recent recalls involve three issues:

One, accelerator, pedal entrapment by floor mats, which can lead to uncontrolled acceleration at very high speeds. It is important to take your floor mats out of the driver's side of the vehicle until your car has been repaired for this problem by an authentic Toyota dealer.

Second, accelerator pedals sticking or returning slowly after being depressed. If the pedal is harder to depress or slower to return after releasing it, this could be the precursor to what is known as a sticky pedal. If your pedal has these symptoms, contact your Toyota dealer immediately. If your gas pedal becomes stuck for any reason, steadily apply the brake, put the car in neutral, bring it to a stop in a safe place, and call your dealer.

Finally, with the Toyota Prius for model year 2010 and the Lexus HS250, if you experience a change in your car's braking performance, contact your Toyota dealer.

Now, I want everyone to know that the National Highway Traffic Safety Administration has the most effective defect investigation program in the world. Known as NHTSA, its job is to investigate complaints and to look for defects.

NHTSA receives more than 30,000 complaints from consumers every year, and we take every one seriously. We look at every one, we don't set any of them aside, and we review them quickly to make sure that if there is a serious issue, we will look at it and ultimately investigate it.

Over just the last 3 years, NHTSA's defect and compliance investigation have resulted in 524 recalls involving 23 million vehicles. We haven't been sitting around on our hands. When people complain, we investigate. When there needs to be a recall, we do it.

Of the 100 investigations NHTSA opens in an average year, there are currently 44 open defect investigations, 5 of which involved Toyota. Every step of the way, NHTSA officials have pushed Toyota to take corrective action so that consumers would be safe. Unhappy with Toyota's responsiveness to our safety concerns, the Acting Administrator of NHTSA, Ron Medford, and two associates flew to Japan in December 2009 to clarify for Toyota management what the company's legal obligations are to find and remedy safety defects in vehicles sold here in America. In January, our new Administrator of NHTSA, David Strickland, and Ron Medford, now our Deputy Administrator, told the president of Toyota North America in no uncertain terms that we expect prompt action following the disclosure of the sticky pedal problem. Toyota publicly announced that recall 2 days later.

I have been on the phone with Mr. Toyoda from here to Japan, and I am so pleased that he accepted the invitation to appear before this committee.

With potential fatal defects on the road, NHTSA has pressed hard to expedite these safety fixes. If NHTSA had opened a formal investigation and Toyota had resisted a recall, that would have consumed an enormous amount of time and resources, in effect extending the period in which owners of affected vehicles are at risk. By engaging Toyota directly and persuading the company to take action, the agency avoided a lengthy investigation that would have delayed fixes for a year or more.

Last week, I announced that we are investigating whether Toyota acted quickly enough in reporting these safety defects to NHTSA as well as whether they took all appropriate action to protect consumers. We have asked Toyota to turn over a wide range of the documents that will show us when and how they learned about these safety problems. NHTSA will continue to make sure Toyota is doing all it promised to make its vehicles safe, and we will continue to investigate all possible causes of unintended acceleration.

While the recalls are important steps in that direction, we don't maintain that they answer every question. Some people believe that electromagnetic interference has a dangerous effect on these vehicles. Although we are not aware of any incidents proven to cause such interference, NHTSA is doing a thorough review. We will get in the weeds on this. We will do everything we can to find out if electronics are a part of the problem. And if we find the problem, we will make sure it is resolved.

I have been assured by Mr. Toyoda that he takes U.S. safety concerns very seriously, and its safety is the company's top priority. And we will hold him to that.

Finally, I want to remind everyone that there is a reason that we investigate safety defects and there is a reason that we push automakers to do the right thing. I listened to the 911 tape of the Saylor family's harrowing last moments.

Mark Saylor, a California Highway Patrolman, died last year, along with his wife and daughter and brother-in-law, when the accelerator got stuck and the Lexus they were driving crashed at more than 120 miles per hour. Last evening, after I finished my testimony before the Energy and Commerce Committee, I met with the Saylor family to offer our sympathy and to offer any assistance we could give to them. It was a horrible tragedy and I hope that no other family has to endure that.

Mr. Chairman, let me conclude by saying this. I was sworn in on January 23, 2009. I have traveled to 36 States and 80 cities. Everywhere that I have gone, I have talked about safety. That has to be our No. 1 priority, whether it is in trains, planes, or automobiles. You look at any statement I have ever made, any speech I have ever given, there is always something about safety in it.

We will not sleep at DOT and we will work 24/7 at NHTSA to make sure that every Toyota is safe to drive, and we will continue to make safety our No. 1 priority at DOT and at NHTSA.

I look forward to your questions.

Chairman TOWNS. Thank you very much, Mr. Secretary. I really appreciate your commitment to safety. I think that is so important.

[The prepared statement of Secretary LaHood follows:]

STATEMENT OF
THE HONORABLE RAY LAHOOD
SECRETARY OF TRANSPORTATION

BEFORE THE

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM
U.S. HOUSE OF REPRESENTATIVES

HEARING ON

"Toyota Gas Pedals: Is the Public at Risk?"
February 24, 2010

Chairman Towns, Ranking Minority Member Issa, and Members of the Committee:

Thank you for the opportunity to appear before you today to discuss the important issue of Toyota's recent safety recalls and the broader issue of sudden unintended acceleration.

Transportation safety is the Department's highest priority. We understand the level of concern about the safety of Toyota vehicles, particularly with regard to unintended acceleration. I would like to explain the recent recalls, the role that NHTSA played in ensuring the recalls occurred, and the actions NHTSA is taking to identify any additional safety defects that might cause unintended acceleration.

The recent Toyota recalls related to unintended acceleration involve two issues: first, accelerator pedal entrapment by floor mats, which can lead to uncontrolled acceleration at very high speeds; and second, accelerator pedals sticking or returning slowly after being depressed, which occurs at a variety of throttle positions but, to the best of our knowledge, is more likely to occur at low throttle positions more readily controlled by the vehicle's brakes.

Before I discuss the details of these two recalls and NHTSA's investigations, I want to clarify what owners of vehicles affected by these recalls should do. To avoid pedal entrapment, remove all floor mats from the driver's side of your vehicle until you receive the repair for this problem from a Toyota dealer. If you do not remove the mat, make sure that it is always securely anchored in place on the retaining hooks and that no other mats are ever stacked on top of it. If your vehicle is covered by the "sticky pedal" recall, pay special attention to your gas pedal. If the pedal is harder to depress or slower to return after releasing it, this could be a precursor to a sticky pedal. If your pedal shows those symptoms you should contact a Toyota dealer immediately. If your accelerator becomes stuck for any reason, steadily apply the brake, put the car in neutral, bring it to a stop in a safe place, and call your dealer.

Pedal Entrapment

Of the two big recalls, the far more serious problem, in our view, is pedal entrapment by floor mats. We are aware of five deaths that have occurred due to this problem, including a tragedy near San Diego last August that claimed four lives. We have the greatest sympathy for the loved ones of those members of the Saylor and Lastrella families who died in that crash.

Pedal entrapment involves a situation in which the driver intends to accelerate quickly (such as when passing another car or entering a freeway) and depresses the accelerator pedal toward the floor of the vehicle. When pushed far enough the pedal becomes entrapped by the floor mat in full open throttle position. Once the pedal is entrapped, the vehicle will continue to accelerate well in excess of the driver's intent unless the driver can overcome that situation. Given the very high speeds involved and the firmness with which the mat is holding the pedal at full throttle, these are the most dangerous situations we are aware of that come under the broad heading of unintended acceleration. It is very important to note that, even on the recalled vehicles, entrapment by the mat can occur only if the floor mat is out of position because it is not secured, one floor mat is stacked on top of another floor mat, or a floor mat is used that is not intended for use on the vehicle and is inappropriate due to its shape or dimensions.

NHTSA first became aware of this phenomenon in Toyota's Lexus ES350 in 2007 and quickly opened an investigation in March of that year. NHTSA acted based on five complaints from vehicle owners. No related fatalities had been reported at the time the investigation began, but there had been three crashes allegedly related to pedal entrapment by the floor mat. At the time, the problem seemed most likely to occur in Lexus ES350 vehicles where a thick, all-weather floor mat offered as an option by Toyota was used. The shape of these floor mats and a raised portion forming a ridge made them particularly likely to entrap the pedal if not properly secured. So far as NHTSA knew at that time, the accelerator pedals themselves were functioning as designed and the problem centered on the way the pedal could be entrapped by these floor mats under certain conditions.

NHTSA escalated the investigation to an engineering analysis five months later, in August 2007. Shortly before that, a fatal crash involving a Camry occurred that was apparently caused by entrapment. In September 2007, Toyota announced a recall of the all-weather mats in Lexus and Camry vehicles. The remedy was to have the dealers remove the mats and provide a re-designed mat that was shaped in a way that addressed the entrapment risk even if the re-designed mat was improperly anchored.

At the time of the 2007 recall, NHTSA also issued a safety advisory, directed especially to owners of the recalled vehicles but also to all drivers, warning of the serious dangers of not properly anchoring mats or stacking mats on top of each other. At that time NHTSA believed that the recall and removal of the most problematic mats, the improved design of the replacement mats, and education of the public and dealers about the proper use of mats would substantially eliminate the known risk related to pedal entrapment.

NHTSA continued to monitor the situation and became aware of a post-recall crash involving one of the recalled mats that the owner had not removed. Fortunately, that was not a fatal crash but did result in serious injury. In light of that crash and indications that consumer response to this recall was too low, NHTSA urged Toyota to re-notify vehicle owners, which Toyota did in January 2009.

Eight months later, when the San Diego fatal crash occurred on August 28, 2009, NHTSA immediately began to investigate the circumstances of the crash. NHTSA investigators and the San Diego County Sheriff's Department examined the wreckage of the vehicle and concluded that the likely cause was excessive speed due to entrapment of the accelerator pedal by the floor mat. The vehicle was a Toyota Lexus ES350 on loan from a Toyota dealer for the day. The floor mat in the vehicle was designed for a Toyota Lexus RX SUV and was much longer than the mat that would have been proper for the Lexus ES350. At the time NHTSA investigators viewed the wreckage, the accelerator pedal was still fused to the floor mat, apparently melted in that position by the heat of the fire that followed the crash. Combining that observation with the circumstances known to have occurred immediately prior to the crash, including extremely high speeds and the driver's inability to control the speed, NHTSA concluded that the excessive speed was caused by pedal entrapment. Supporting this conclusion was the fact that another customer of the dealership had used the same vehicle just three days earlier and complained of unintended, high-speed acceleration caused by the pedal having been trapped by the mat until he was able to stop the vehicle and free the pedal.

The San Diego tragedy made clear that the entrapment problem could occur in unexpected ways and that recalling the worst performing mats and educating drivers and dealers about not using unsecured, improper, or stacked mats was not going to adequately address the risk. Apparently not even all Toyota dealers were mindful of the need to ensure proper mats and mat anchorage to avoid entrapment.

As a consequence, NHTSA began to explore additional remedial options. The agency continued to review all relevant data to identify any reports that might be linked to similar entrapment in other Toyota vehicles. NHTSA became focused on the pedal design of a number of Toyota vehicles, not because of any known malfunction in their operation but because their shape tended to make entrapment more likely when floor mats are out of position or stacked. NHTSA prepared to open an investigation on the pedal design. At the same time, the agency informed Toyota that the company needed to address this risk promptly as a vehicle defect issue, and requested that Toyota conduct a recall. Toyota responded to NHTSA by announcing a recall to replace or re-shape the pedals in 3.8 million vehicles and sent its official notice of the recall to NHTSA on October 5, 2009.

NHTSA pressed the company to include as part of its recall the addition of a feature called brake override (which some call "smart pedal") technology on models that have keyless ignition systems. With brake override, the vehicle control system gives priority to the signal from the brake pedal and returns the engine to idle when it detects the brake being applied while the accelerator is applied. NHTSA discovered in its investigation of pedal entrapment incidents that in some situations drivers of vehicles with keyless ignition systems did not know that, in Toyota vehicles, they could shut off their engines when in motion only by depressing the dashboard ignition button and holding it for three seconds. The owners were familiar with shutting off the vehicle when it was stopped, which requires holding the button for just one second or less. NHTSA thought it was especially important to ensure that in those vehicles with keyless ignition the driver had the benefit of brake override. Many other manufacturers use this technology and Toyota uses it in newly produced vehicles. The recall Toyota announced in October adhered to NHTSA's request.

NHTSA continued to monitor incoming reports involving relevant incidents. In January, NHTSA told Toyota that its review of other Toyota vehicles indicated that they needed to be included in the pedal entrapment recall. Toyota responded by adding 1.1 million vehicles to the pedal entrapment recall on January 27, 2010.

Under the law, manufacturers have an obligation to notify NHTSA within five days of determining that a defect or noncompliance exists. When manufacturers voluntarily initiate recalls without waiting for NHTSA to order a recall, the process protects the public most quickly. NHTSA can order manufacturers to do recalls but only after initiating a formal investigation, completing its investigation, and following administrative procedures that include a public hearing and opportunities for the manufacturer to file detailed responses. Even after the NHTSA Administrator issues an order directing a recall, the manufacturer can avoid doing the recall until NHTSA proves its case in court. In such a case, the agency has the burden of proving by a preponderance of the evidence that a vehicle defect exists and that it creates an unreasonable risk to safety. As a result, recalls occur most quickly when a manufacturer announces the recall without waiting for NHTSA to open and complete an investigation. That is what happened here—because of the pressure NHTSA applied.

On February 16, NHTSA sent Toyota a Timeliness Query, which is a detailed request for information about when Toyota learned about the defect addressed by this recall. The information Toyota will provide in response to this request will help NHTSA determine whether Toyota's initiation of the recall met its obligation to notify NHTSA quickly. If NHTSA determines that Toyota did not meet that obligation, NHTSA may seek civil penalties from Toyota for that failure. Those penalties could be as high as $16,375,000 for a related series of violations.

CTS Pedals Sticking

I want to turn now to the "sticky pedal" recall that was initiated in January of this year. NHTSA is not currently aware of any injuries or deaths definitively linked to this problem. Unlike the pedal entrapment recall, which concerns the shape of the pedal that makes it more susceptible to entrapment by an external object (the floor mat), this recall involves the internal working of the pedal assembly. Another distinguishing factor is that the pedal entrapment situations involve instances of full acceleration that are initially intended by the driver, while this problem, to the best of our knowledge, generally involves occurrences at lower power levels where the car continues to accelerate because the pedal does not return upward, or returns slowly, when the driver lessens pressure on the pedal.

The affected pedals are manufactured by CTS Corporation, which is based in Elkhart, Indiana. Some Toyota vehicle owners have complained of certain symptoms in vehicles equipped with those pedals. Those symptoms include a feeling that it is harder than normal to depress the pedal or that, when depressed, it is slower to return. In some circumstances, the situation can involve the pedal not returning at all from the position to which it was depressed. At this time, we understand that this problem is mechanical in nature and does not involve a flaw in the electronic signal being sent from the pedal sensor to the throttle.

In November 2009, NHTSA received several Toyota field reports concerning incidents in which pedals were slow to return or sticking in a number of different Toyota models from various model years. The reports did not indicate a root cause of the symptoms drivers were experiencing. NHTSA reviewed those reports as part of its screening for possible defect trends. Before NHTSA had decided whether or not to open an investigation, Toyota contacted the agency on January 16 about the specific problem it had identified with the CTS pedal. NHTSA told the company it needed a full explanation immediately. Toyota met with NHTSA on January 19 and demonstrated what it thought to be the mechanical problem with the CTS pedals. Based on the information presented by Toyota about the nature of the problem and Toyota's experience with it, NHTSA told the company it expected very prompt action. Two days later, on January 21, Toyota announced the recall, covering some 2.3 million vehicles (many of which are also covered by the pedal entrapment recall and will receive both remedies). Toyota has had the supplier produce a new pedal with a different design that the company believes addresses the issue of excessive friction. The company has also devised an interim remedy to eliminate the safety risk by altering the pedal while new ones are being manufactured. Toyota informed NHTSA that it ceased production of new vehicles in the models affected by this recall so that it could begin to supply the new pedals being produced for the assembly line to dealers for installation in existing vehicles.

On February 16, NHTSA sent Toyota a Timeliness Query about this recall. NHTSA has also begun an investigation to determine whether these particular CTS pedals have been installed in vehicles other than those recalled by Toyota, including those made by other manufacturers. NHTSA will soon receive relevant information from CTS and evaluate it.

Other Instances of Unintended or Excessive Acceleration

NHTSA receives more than 30,000 complaints from consumers every year concerning perceived safety problems with their vehicles. NHTSA reviews every complaint promptly and, if it appears to contain any evidence related to a safety defect trend, the reviewers begin to track that trend for possible investigation. Among those complaints in recent years have been many allegations of unintended or excessive acceleration on vehicles made by Toyota. Of course, during that same period NHTSA has received thousands of complaints containing such allegations concerning the vehicles made by most major vehicle manufacturers.

The agency has also received several petitions requesting that NHTSA investigate unintended acceleration in various Toyota vehicles. When a member of the public petitions NHTSA to investigate a possible defect, NHTSA examines all information submitted by the petitioner as well as all other information relevant to the particular problem cited by the petitioner. Even where NHTSA denies a defect petition, it does so only after conducting so thorough an examination of the issue that it has effectively done a preliminary investigation. Generally, NHTSA will visit the petitioners, interview them about their experiences, examine their vehicles and vehicle history, drive the vehicles, and search the NHTSA data bases for complaints similar to the experiences petitioners had. In some situations NHTSA will conduct more extensive testing of a vehicle of the same make and model as that of the petitioner.

The information NHTSA has received from consumers concerning unintended or excessive acceleration in vehicles can be divided into general categories that include: engine surging that lasts only a second or two; unintended acceleration from a stopped position or very low speed that results in quick movement over a short distance and sometimes results in crashing into an object; and events that begin at high speeds because the driver intended to accelerate quickly and continue for a sustained period of many seconds or minutes beyond what the driver intended. The possible causes of these events that NHTSA has been able to identify include mechanical problems with the accelerator; obstruction of the accelerator by another object; or human error (pressing the wrong pedal).

NHTSA has carefully reviewed all of the information provided by Toyota consumers in complaints filed with the agency to try to find causes for what they were experiencing. NHTSA also reviews Early Warning Reporting information submitted by the manufacturer and other sources of information, including insurance company submissions. For the high-speed events that last for many seconds or minutes, the only cause NHTSA has been able to establish thus far is entrapment of the pedal by a floor mat. The only exception to this has may have been a recent event in New Jersey that apparently did not involve floor mat entrapment but apparently did involve a stuck CTS pedal. Fortunately, the driver was able to bring the vehicle under control and drive it to a dealership. As discussed, the pedal entrapment issue in the recalled vehicles will presumably be resolved by the recall announced in October. The problem experienced in New Jersey will presumably be addressed by the recall of the CTS pedals announced in January.

NHTSA does not contend that the two recalls will fully resolve all concerns about unintended acceleration in Toyota vehicles. However, with one exception, NHTSA has not been able to establish a vehicle-based cause for unintended acceleration events in Toyota vehicles not covered by those two recalls. The exception was a recall of the model year 2004 Sienna vans in 2009 due to a defective trim panel that could, if loosened during servicing, entrap the accelerator at full throttle. That recall also arose from a NHTSA investigation.

NHTSA initiated a Recall Query on February 16 to ascertain whether Toyota has been completely forthcoming with the agency concerning all possible defects in its vehicles that may be causing unintended acceleration. NHTSA will closely review the documents Toyota submits to determine whether the company has additional information not yet shared with the agency that may cast light on possible defects that cause the problem.

Some consumers and others believe that Toyota's electronic throttle control (ETC) systems, and perhaps such systems in other manufacturers' vehicles, are susceptible to electro-magnetic interference (EMI) that can theoretically cause unintended acceleration by resulting in incorrect signals to the engine. These types of electronic systems are commonly used by all major vehicle manufacturers. To date, we have not identified any particular crash or unsafe occurrence that can clearly be attributed to such a phenomenon. NHTSA opened an investigation on Toyota's ETC system in 2004, focused on short duration events, and could not find any safety defects in that system at the time. NHTSA looked at short duration events where no brake application was alleged in this investigation so as to screen out events that could have been caused by driver error, to ensure the agency could find a vehicle-based defect if it existed. In 2008, in wrapping up the floor mat investigation, NHTSA went on to look for additional possible causes of unintended acceleration in the Lexus ES350. That work included some limited electronic and magnetic testing but did not reveal a flaw in the ETC system. Since 1980, NHTSA has conducted 141 investigations on throttle control issues in vehicles made by various manufacturers, some of which involved electronic throttles and some the more traditional mechanical throttle systems.

However, to be absolutely sure that the agency is aware of all potential defects, NHTSA is conducting a review of the general subject of possible EMI effects on ETC systems. We have begun by talking to Toyota and other major manufacturers about the design of their systems and how, through failure modes and effects analysis and other standard techniques, they have taken the possible effects of EMI into account in designing those systems. This is a review of the technological issue, not a defect investigation. However, if any of this activity gives us any reason to believe that a defect may exist in Toyota or other vehicles related to EMI effects on ETC systems, we will open a defect investigation. When we have completed these discussions we will decide whether to conduct any additional research projects that might shed further light on the possible role of EMI effects on various electronic components in vehicles that are safety-related.

Other Pending Toyota Investigations

NHTSA has a total of 44 pending defect investigations concerning various manufacturers and a wide range of issues. Of those, five concern Toyota. One of the Toyota investigations is the Recall Query on sudden acceleration discussed above. Two others have gained wide attention and are summarized here.

NHTSA opened an investigation on February 4, 2010, concerning a braking problem on the model year 2010 Prius. The problem involves a momentary loss of braking when the vehicle hits a pothole, bump, or other uneven surface. NHTSA had received more than 100 complaints about the problem, including four alleged crashes involving two injuries. Five days after NHTSA opened its investigation, on February 9, Toyota announced a recall designed to address this problem. NHTSA will closely monitor its implementation. The recall involves over 148,000 vehicles sold in this country, including the model year 2010 Prius and the 2010 Lexus HS250H. While awaiting an appointment to have their vehicles remedied, owners who experience any braking problems should immediately contact their dealers, and all drivers of these cars should allow extra stopping distance until the problem is fixed.

On February 18, NHTSA opened an investigation concerning approximately 487,000 model year 2009 and 2010 Toyota Corolla and Matrix vehicles. The issue concerns the steering becoming unresponsive or loose at highway speeds. NHTSA had received 168 complaints alleging eight crashes (none fatal) at the time this investigation was opened.

As a final note, I would like to make clear that NHTSA has a very aggressive enforcement program that searches constantly for safety defects and noncompliance with the Federal Motor Vehicle Safety Standards. In just the last three years, NHTSA investigations have resulted in 524 recalls in which 23.5 million vehicles were recalled so that safety problems could be fixed. In addition, several million items of motor vehicle equipment (including imported tires, child seats, and motorcycle helmets) were recalled to correct safety problems.

In summary, NHTSA has acted to ensure Toyota recalls on the issues related to unintended acceleration on which we have had evidence indicating the presence of a vehicle defect, i.e., pedal entrapment and sticky accelerators. We stand ready to ensure prompt action on any additional defects that we have reason to believe are present.

Thank you and I look forward to answering your questions.

Chairman TOWNS. Let me just raise a couple of questions with you very quickly.

The committee has reviewed thousands of complaints sent to NHTSA regarding the sudden acceleration of Toyota vehicles. Before the crash that killed members of the Saylor family in August 2009, there were almost 2,000 complaints at the time of Toyota's floor mat recall in 2007. The agency had already received more than 1,300 complaints. My question is: Why did it take NHTSA so long to act?

Secretary LAHOOD. Well, Mr. Chairman, I would say this. I have been in this job a little more than a year; and prior to my time, which would have been prior to January 23, 2009, if there are issues that I can't answer, I will get back to you for the record. But I am going to tell you this: 40,000 complaints come to NHTSA every year, and we look at every one of them. We think every one is important. Some come from people who are driving cars, some come from the industry. We look at what is going on from stakeholders, people who are in the automobile business. Sometimes they file complaints with us. And then, when we see a pattern, we will do an investigation or we will look at it. And if our investigation shows there needs to be a recall, it will be done. That has been the work of NHTSA.

With respect to your specific question during that time period, what I would like to do, Mr. Chairman, is put it on the record after I really can get the facts for you.

Chairman TOWNS. Thank you very much, Mr. Secretary.

Again, I know you, as all of us, recognize how important safety is. So let me ask you this: Do you think it is safe to drive a Toyota today?

Secretary LAHOOD. Pardon me?

Chairman TOWNS. Do you think it is safe to drive a Toyota today?

Secretary LAHOOD. I will say this. I will say that if people check our Web site, DOT.gov, we have listed every Toyota that is up for recall. I want anybody that has one of those cars to take it to their dealer and to make sure that it gets fixed. And, again, we are going to work 24/7, and we are going to continue until every Toyota is safe for their customers to drive.

Chairman TOWNS. Thank you for your commitment and your dedication in this regard.

I now yield to the ranking member, Mr. Issa.

Secretary LAHOOD. This mic is on, Mr. Issa. But——

Mr. ISSA. It just dropped off all of a sudden. It has nothing to do with you, I am sure.

Chairman TOWNS. Switch to the other mic. In fact, you can use two.

Secretary LAHOOD. This one works. OK, I will use two.

Mr. ISSA. It is very Presidential.

Mr. Secretary, I will pick up where the chairman left off. Some companies, including Toyota, I am told, you can go to their Web site and you punch in a VIN, which is the one piece of information that anyone who is in possession of the car can see. At your Web site, you have to put in make and model. So you kind of have to know your trim level, etc.

Can you commit to us that in the foreseeable future the Department of Transportation could and, if you agree, should have for every automobile sold in America a VIN number on file, so if somebody punches in the VIN number they can see every recall and every piece of safety information that you know of that needs to be applied to that vehicle?

Secretary LAHOOD. Given the right amount of time, I will commit to you that—we should make that information available in the simplest possible way, for even people who maybe don't have access to a computer or whatever, we should make it available to people.

Mr. ISSA. I appreciate that. And a lot of my questions from my opening remarks are about what do we do proactively for the future. And I appreciate that we will all have questions both for you and for NHTSA and followup questions about the past. But let me go on to another one.

Currently, NHTSA, as I understand it, has 41, 42—49 in the high year—thousand inquiries or complaints. And, of course, the auto companies also have theirs. If an auto company reaches a certain threshold, they have a requirement to send that in, in the United States. If an auto company has a recall in another country, they have an obligation to inform NHTSA, I understand, through that system.

Now, you and I served in our past lives on the Select Intelligence Committee, so you are very familiar what our open-source system is. Can you tell me today that there is any technological reason or commonsense reason that in fact we should not—we, the U.S. Government and NHTSA, should not be able to transparently see all claims from all of our First World partners—obviously to be arranged—and all the collateral material from all the people who want to sell vehicles in this country? Meaning, is there any reason you have to wait until there has been a recall to get information?

As you know, Great Britain, they didn't actually have a recall but they had a similar sticky pedal that they didn't see as significant because they thought it only happened there on right-hand drive cars. And yet, when we were getting a relatively small amount of sticky pedals, had we had that information, like any open-source bringing together of information, an agency of the government would have fairly easily been able to have an alert that could have been sent to the auto company for their attention and response.

Do you see any reason that is not something that should be part of a great organization rather than a good one?

Secretary LAHOOD. I agree that it should be part of it. We believe in transparency. I personally think information can be very powerful. And the more, the better.

Mr. ISSA. Now, I know that you can't answer everything about NHTSA, but I think you are familiar with the Toyota Blade sold in Japan, the one that had a pedal similar to this, even though it was not an automobile sold in the United States, in which they shortened the pedal because of entrapment. Are you familiar with that?

Secretary LAHOOD. I am not intimately familiar with that, Mr. Issa.

Mr. ISSA. Well, I would appreciate it if you would respond for the record of how, in the future, a similar automobile in another country that does have a change can have a change consistent in the United States. As I said in my opening remarks, we took a shortcut, with NHTSA's acquiescence and awareness, we took a shortcut on the mats in 2007 here, while in Japan they reduced—they increased the clearance on the pedal. The difference is the difference in San Diego of that family still being alive.

So that is probably the most important question I have for you, is between open-source information and consistency of similar or even sometimes dissimilar parts around the world, can you commit to me that it is within your vision and authority with existing law to bring about a real change so that this will not happen again?

Secretary LAHOOD. I take your point on this. It is a good point, and you have my commitment.

Mr. ISSA. I appreciate that. And if you would do us one favor, and that is if at some time in the future you do see a potential need for more authority or more specific legislation, that you would also come back to us.

Secretary LAHOOD. Absolutely.

Mr. ISSA. Thank you.

Mr. Chairman, thank you again. I yield back.

Chairman TOWNS. I thank the gentleman from California.

I now yield 5 minutes to the gentleman from Pennsylvania, Congressman Kanjorski.

Mr. KANJORSKI. Thank you very much, Mr. Chairman.

Welcome, Mr. Secretary.

Secretary LAHOOD. Thank you.

Mr. KANJORSKI. From arriving at this meeting today, I assume this is one of the more uplifting sessions that you have had since in office. I think this is probably the greatest attendance I have seen in the hallways of the press.

Secretary LAHOOD. I would agree.

Mr. KANJORSKI. Obviously, we have struck a nerve, this committee and the occurrence that happened in California. I wanted to take a moment, Mr. Secretary, to congratulate you. I think—I have been observing you for the last week or two, and I think you courageously exercised the authorizations of your office, exactly what this committee and the Congress expect you to do.

Earlier today, I was watching the ranking member, Mr. Issa, on CNBC, and he made an interesting proposal, partially what he has discussed with you today. And maybe if that proposal could be encapsulated into legislation with greater authority, but even above and beyond the auto industry, that we find a way, since we are in a global marketplace, to find this information, readily assembled for deposit, and then for availability to not only citizens of the United States but citizens of the world. And it is something we should have.

I commented to my staff after I saw Mr. Issa, I love Portuguese sardines. But I have to be honest with you. If somebody died from botulism as a result of eating sardines, I would have no way in the world of knowing where to go, where to find out, or who to inform. And it is time now that we think about the fact that we are not in a city market, a State market, or regional market, or just a national market; we are in a world market. And if anything productive could come out of this hearing, and highlight it is the fact that we take this positive action.

So I make an open offer to the ranking member. I will join you in the sponsorship of authorization of not only the auto industry, but all international industries, to get this type of repository information made available, and utilize the intelligence networking and information of this country to commercialize it, if you will.

And to you, Mr. Secretary, I want to make the offer that this has been a tragic experience, I think, for Toyota. I am sure that if I were a stockholder of that company, or if I were Japanese, with the pride they have with that company and their 50 years of experience, this is something no one wanted to see happen. And what we have to do is handle this situation with a form of class, if you will. I hope we don't utilize this as some effort to beat up either on a foreign manufacturer or to overemphasize or exacerbate the feelings that may occur between the two nations.

Secretary LAHOOD. We certainly haven't done that. And I know that all of you feel this way. We have done it under the umbrella of safety for people who own Toyotas.

Mr. KANJORSKI. That is a good message, if we can put that message out there. What we want to derive from this hearing and from this fact is the best purposes in the world, to accomplish things in the future so this can't happen or won't happen again. But on the other hand, we don't want to excoriate our friends and exaggerate situations that go beyond reasonableness.

So I thank you for your testimony. I thank you for your attendance to this. And I pledge to you, together with the ranking member, that we will take such action as possible to see a positive result.

Secretary LAHOOD. We will work with you on that.

Mr. KANJORSKI. Thank you, Mr. Chairman.

Chairman TOWNS. Thank you very much. I now recognize the gentleman from Indiana, Mr. Burton, former chair of this committee.

Mr. BURTON. Let me preface my remarks by welcoming you, Mr. Secretary. We have been friends for a long, long time, and I know you to be a very honorable man. So the questions I am going to ask have nothing to do with questioning your integrity; I want you to know that.

There was an invitation made to Mr. Strickland to testify, and there was an article in the Los Angeles Times today that indicated that, because of your request, Mr. Strickland was asked not to testify today. Is there some reason for that?

Secretary LAHOOD. Well, look, Mr. Burton; Mr. Strickland has been on the job 40 days. I have been on the job about 13 months. I am not going to have our NHTSA administrator, who has been on the job 40 days, appear. And, look it, I am taking responsibility for this. As I said in my testimony, safety is No. 1. And I am going to be accountable. If somebody wants to criticize NHTSA or the Department, I will be responsible for that, not somebody else. That is my job. I am not going to duck it. And I am not going to give it to somebody who has only been on the job 40 days.

And when I talked to Mr. Towns and Mr. Issa, it was always clear to me they wanted me to come and I wanted to come, when we originally talked. So I don't know how that confusion occurred, but that is the reason for it.

Mr. BURTON. Now, don't get mad at me, Ray. That was the Los Angeles Times.

Secretary LAHOOD. Well, just because I raised a little decible in my voice doesn't mean I am mad, Mr. Burton.

Mr. BURTON. Mr. Secretary, I have known you for 20 years. Don't give me that stuff.

You know, there is a question about whether or not there might be some kind of a sweetheart arrangement with some of the people that preceded you working at NHTSA; and there are a number of people, I think at least two NHTSA employees, who now work for Toyota. They are on the Toyota payroll, and I have their names here. Are you familiar with that at all, sir?

Secretary LAHOOD. I have read the reports of that and we have looked into it. And what the law requires is that if you have been an employee at DOT and you go to work for a company that does work with DOT, you cannot communicate or participate in the work that you did with this company. So if you go to work for a company, if you go to work for Toyota, you cannot communicate on issues that you dealt with at DOT.

So, for example, if those employees worked at NHTSA, which they did, they can't come back and be talking about these things. They could talk about a highway project or something like that, I suppose. But—and here's my pledge to all of you. If anybody here knows that there's violations, let me know, and I will refer it to the IG and there will be an investigation.

There has been no more higher standard set for ethics than this administration. At the first Cabinet meeting, the President made it clear: I don't want any ethical problems with anybody.

Mr. BURTON. This preceded you anyhow, Mr. Secretary.

Secretary LAHOOD. Right.

Mr. BURTON. But this Mr. Christopher Santucci, now Toyota's assistant manager of technical and regulatory affairs, did work for the agency. And according to General Motors, Ford, and Chrysler, they don't have anybody that's formerly worked for NHTSA that's working for them in those capacities. But you're saying that these gentlemen, that——

Secretary LAHOOD. They can work for Toyota. But they cannot come back and talk about issues that they worked on. They can't do that. They could talk to people in other modes, FAA or some other mode, but they cannot come back and talk to our folks about issues that they——

Mr. BURTON. The one thing that I would suggest is that the appearance is one of the things that right now I think the public is very concerned about. And a couple of people that worked at NHTSA that go to work and they're in a public relations position, they could talk to people at NHTSA, and the appearance may be that they are influencing some decisionmaking that is going on.

Secretary LAHOOD. Look, I agree with you on this, Mr. Burton, and I think this law probably should be tightened up, I really do.

Because I agree with you, perception is reality. Anybody that's been in politics knows that. And I take your point on this.

Mr. BURTON. Well, thank you very much. And I still love you, Ray.

Chairman TOWNS. Does the gentleman yield back?

I now recognize the gentleman from Maryland, Representative Cummings.

Mr. CUMMINGS. Thank you very much, Mr. Chairman. And to Mr. LaHood, Secretary LaHood, it is good to have you here.

One of the things that—we find ourselves in quite a dilemma here. On the one hand, as Mr. Kanjorski has said, we want to be very careful about what we are doing here, because we do have a No. 1—one of our main trading partners, Japan, involved. On the other hand, though, we have the safety of citizens, many of our constituents who spend thousands upon thousands of dollars to buy an automobile, and they have a right to expect to be safe.

And to that end, yesterday there was some very telling testimony before the Commerce Committee, and I know you were there and heard about it, where the president of Toyota Sales USA, when asked about the mat issue, whether it was a sticky pedal or the mat problem, whether recalls in regard to those issues would solve the problem, he was not sure. Are you familiar?

Secretary LAHOOD. Yes, sir. I was there, and I heard his testimony.

Mr. CUMMINGS. And as I sat here and I listened to you when you talked about—you said go to the Web site. And you said if people were having certain problems, they should go to the dealership. And then I heard you—in answer to the chairman's question, I don't think you ever really answered the question, because he asked you whether or not you considered a Toyota to be safe. You are our safety guy, just as you just said. You said it, I didn't. And I believe that. I believe you are concerned about safety.

The question still becomes, for our constituents, you as our safety guy.

Secretary LAHOOD. Well, let me answer you very directly, Mr. Cummings.

Mr. CUMMINGS. Thank you.

Secretary LAHOOD. For those cars that are listed on our Web site, DOT.gov, for recall to go back, those are not safe. We have determined they are not safe.

Mr. CUMMINGS. All right.

Secretary LAHOOD. We believe that we need to look at the electronics in these cars, because people have told us they believe there's an issue. And we are going to do that. We are going to have a complete review on the electronics. But for now, any car that is on the Web site needs to go back to the dealer to be fixed.

Mr. CUMMINGS. Now.

Secretary LAHOOD. We have determined that those are not safe because of a floor mat problem, because of a sticky pedal. And——

Mr. CUMMINGS. It's "and" that I am wondering about right there. In other words, you just said you didn't consider those safe. But, again, we had Lentz saying yesterday—and I am not trying to attack you, I just want to make sure we are clear.

Secretary LAHOOD. Look, I am not offended by any this of this. Come on. I am not.

Mr. CUMMINGS. But we need to be clear. We have people driving these cars every day. And I am just wondering, do you believe that—and it sounds like you do—that there's something beyond just those two things, as Mr. Lentz of Toyota USA testified to yesterday?

And one more question. If those automobiles—if there are automobiles that are not on the recall list, because that is what I am beginning to wonder about, what are they supposed to do?

Secretary LAHOOD. There are people who believe that there are electronics problems with Toyota, and that is the reason we are going to do a review.

Mr. CUMMINGS. OK.

Secretary LAHOOD. And for now, we don't have evidence right now to say conclusively that there are these electronics problems. We are going to get into it, we are going to get in the weeds. There were people at that committee yesterday that had some studies that showed that there were electronics problems on at least one that was tested. We want that information.

For now, the only thing I will say to Toyota drivers: If your car is listed, take it to the dealer and get it fixed. And please know that we are going to look at some other issues because we've had complaints about the electronics.

Mr. CUMMINGS. Now, do we have enough personnel to do that?

Secretary LAHOOD. Yes, sir. And I will tell you this. The President in his budget proposed 66 new employees for NHTSA. We have 125 engineers, and we do have electrical engineers also.

The answer is the President has proposed in our budget 66 new employees for NHTSA.

Mr. CUMMINGS. And when you look at NHTSA and you talk about looking at problems, and you said when you see a pattern, can you tell us what a pattern is? In other words, you say if you see a pattern, then you take the next step.

Secretary LAHOOD. I would say, you know, if we get—I don't know; say we get 50 complaints on an automobile, say we get 10 complaints, we look at those seriously. And if those 10 complaints appear to be serious, we will begin to look into it.

Mr. CUMMINGS. Thank you. I see my time has expired. Thank you, Mr. Chairman.

Chairman TOWNS. I thank the gentleman from Maryland.

I now recognize the gentleman from Florida, Congressman Mica.

Mr. MICA. Mr. Chairman, when I received the notice for today's hearing—in fact this, I guess, is from the committee—it says the panel of witnesses would include David Strickland, the administrator of NHTSA. I know he has only been on the job for a limited number of days, but I think it is important that he testify.

I would ask unanimous consent that he be allowed to testify and be sworn in as a witness.

Chairman TOWNS. As it was explained earlier, that the Secretary indicated the fact that the decision was made that he had been on the job 40 days, and that is the reason that he is not here. But the Secretary also assured us that the decision, in terms of the final decision, was his, and that he is prepared to assume that responsibility. So once he said that, I became very comfortable with it. Because if he is going to assume the responsibility, then of course when we discussed it with the ranking member we accepted that. And, of course, I think that we should just move on.

Mr. MICA. Well, I do understand that he is here and he is available. I've never met him before, but I read his resume. And it said—this is from the Department Web site. It said that his work included the—he was with the Senate committee, I guess, and advising the Commerce Committee members led to his inclusion of several significant vehicle safety measures, including the electronic stability control mandate for every passenger vehicle. So he does have a certain amount of expertise.

If we are going to look at the safety of equipment, I think it appears he not only is knowledgeable but has also had experience in passing legislation or influencing regulations in that regard.

So I can withdraw my request. But, again, I am disappointed that he is not a witness, and I was led to believe, again, that he was on the witness list.

Mr. ISSA. Would the gentleman yield?

Mr. MICA. Well, I will yield.

Mr. ISSA. Just very briefly on this point.

Mr. Chairman, we are anticipating having another panel in a week or two. Would you agree to work with us on the possible inclusion of Mr. Strickland? Because, of course, we are going to be calling probably Bush administration people, and we can see the potential of that at the end of this hearing.

Chairman TOWNS. I don't have a problem with that at all, because, let's face it, what we are talking about happened on the other watch. And of course we need to recognize that. So the point is that I think that is where our emphasis should be in terms of trying to make certain we talk to them.

But I don't have a problem in terms of at some point asking Mr. Strickland to come forward. But the point is I think we should just move forward today. We have the Secretary with us. And I think——

Mr. MICA. I will withdraw my motion if it's acceptable, and will work with you. But then, if I am now recognized.

Chairman TOWNS. I now recognize the gentleman for 5 minutes.

Mr. MICA. NHTSA is the primary national safety transportation, surface safety transportation agency of the United States and the Department of Commerce; right, Mr. LaHood?

Secretary LAHOOD. That is correct.

Mr. MICA. Every account I have heard to date says that NHTSA failed and Toyota failed. The chairman said it in his opening statements yesterday. We heard that. I am sorry I can't talk to the NHTSA administrator today, but we will get an opportunity to hear from him.

You opened your commentary, rightfully so, with safety being the primary responsibility of the Department of Transportation. Correct?

Secretary LAHOOD. That is correct.

Mr. MICA. And you now set the policy, and you have been there for a number of months. So I am somewhat baffled by the budget request of the administration from 2010 to 2011, the budget request that came out a few days ago, with the smallest request for increase in budget for our primary safety agency. It was only $5 million. And yesterday I said in the Transportation Committee that my dad used to say, It is not how much you spend but how you spend it, if you spend it wisely.

But I think you know the concern Mr. Oberstar and I have had about safety and making that a priority, particularly in transportation and in NHTSA in particular. But it is a relatively modest amount. In fact, it is one of the lowest increases requested. Any reason for that?

Secretary LAHOOD. We think that adding 66 new people at NHTSA probably gets us where we need to be in terms of really staying on top of our safety issues.

Mr. MICA. You have 632 current positions. How many vacancies do you currently have?

Secretary LAHOOD. I'll have to get back to you on the record for that.

Mr. MICA. Does Mr. Strickland know? Maybe if Mr. Strickland or staff happen to know.

Secretary LAHOOD. I will be happy to get back to you for the record.

Mr. MICA. OK. And I would like, Mr. Chairman, to ask unanimous consent that, the number of FTE vacancies in NHTSA, be included in the record.

Chairman TOWNS. Without objection.

[The information referred to follows:]

NHSTA Budget Information

(Prepared for Congressman John L. Mica (FL- 07)

NHTSA Annual Budget from 2001 through 2011
(in Millions of Dollars)

2001	$407
2002	$428
2003	$434
2004	$447
2005	$447
2006	$806*
2007	$821
2008	$838
2009	$857
2010	$873
2011	$878 (Request)

*Large increase due to behavior safety funding included in SAFETEA LU.

FY 2011 NHTSA Budget Request Highlights

NOTE: The 2011 budget request proposes to fund NHTSA at $878 million, a $5 million increase over the 2010 level of $873 million.

NOTE: The 2011 budget request proposes to cut NHTSA's vehicle safety research budget by $7.6 million.

  - In 2010 NHSTA received $140.4 million for vehicle safety research.
  - The 2011 budget proposes only $132.8 million.

- NHTSA's 2011 budget proposes an $11 million increase in behavior safety programs mainly to combat distracted driving.

- NHTSA currently has the authority to hire 632 people. The 2011 budget requests that they hire an additional 66 people.

Mr. MICA. The issue of the revolving door of people going from NHTSA to the industry, it was stated that there's no communications that what you stated allowed between them. I have a copy of an e-mail in 2008 between Scott Yon of the U.S. Department of Transportation and the former NHTSA employee who works for Toyota. Are you aware that these types of communications went back and forth?

Secretary LAHOOD. I saw that e-mail.

Mr. MICA. Well, you did admit that we should tighten things up. I think that was your term.

Secretary LAHOOD. Absolutely.

Mr. MICA. Is there now a 2-year ban or a 1-year ban? Are you familiar with the restrictions on the revolving door?

Secretary LAHOOD. Two-year ban.

Mr. MICA. So I would be glad to hear your recommendation and support your recommendation to tighten this.

Secretary LAHOOD. I will be happy to work with you on it.

Mr. MICA. In fact, Mr. Chairman, I would like to submit this document to the record to show that in fact there has been communications, and that we do need to close the revolving door. If it's just limited to Toyota——

Chairman TOWNS. Without objection.

[The information referred to follows:]

From: Yon, Scott <NHTSA>
To: "CSantucci@tma.toyota.com"
Cc: Quandt, Jeff <NHTSA>
Subject: DP08001 IR questions 10 and 11
Date: Monday, March 17, 2008 1:32:43 PM

Chris,

Can you please confirm you have received this message?

Further to our discussion of 3/13/2008 and the concerns Toyota identified:

For question 10 d, Toyota can provide the change in idle speed, if any, due to the enabling of the AC compressor (i.e., the delta, or incremental engine speed increase due to A/C).

For question 11:

a) Assume the vehicle operates without a defective component or diagnostic trouble code stored in the engine management system.

b) Assume the engine is operating at normal (fully warm and stable) engine temperature; ignore any cold running/warm-up effects.

c) Indentify conditions that have an effect on engine speed greater than 1 second in duration; ignore any conditions of shorter duration.

We also discussed subject vehicle traction and stability control systems as it concerns questions 11. My understanding is these systems only have the ability to close the throttle when activated/enabled and they therefore cannot cause the engine speed to remain above idle/driver intended throttle position; we can discuss further if this in incorrect.

Please advise any further questions.

Regards,
Scott

D. Scott Yon
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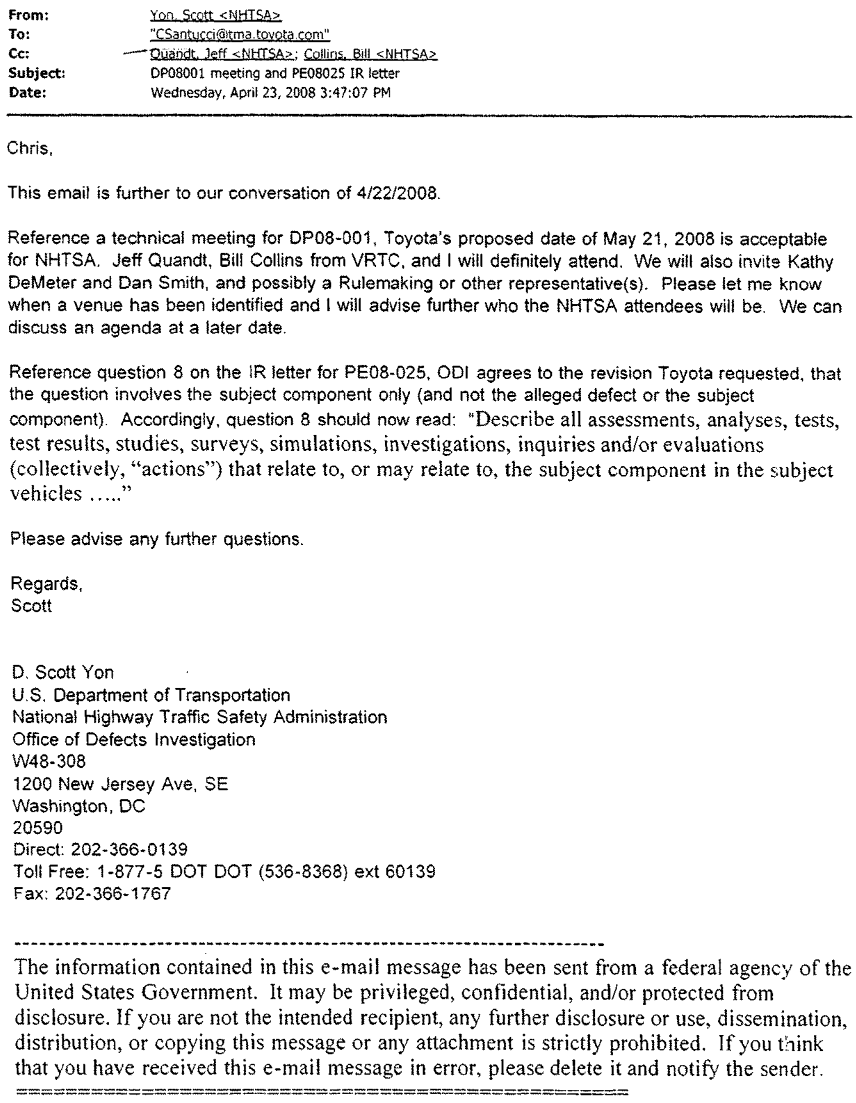

From: Yon, Scott <NHTSA>
To: "CSantucci@tma.toyota.com"
Cc: Quandt, Jeff <NHTSA>; Collins, Bill <NHTSA>
Subject: DP08001 meeting and PE08025 IR letter
Date: Wednesday, April 23, 2008 3:47:07 PM

Chris,

This email is further to our conversation of 4/22/2008.

Reference a technical meeting for DP08-001, Toyota's proposed date of May 21, 2008 is acceptable for NHTSA. Jeff Quandt, Bill Collins from VRTC, and I will definitely attend. We will also invite Kathy DeMeter and Dan Smith, and possibly a Rulemaking or other representative(s). Please let me know when a venue has been identified and I will advise further who the NHTSA attendees will be. We can discuss an agenda at a later date.

Reference question 8 on the IR letter for PE08-025, ODI agrees to the revision Toyota requested, that the question involves the subject component only (and not the alleged defect or the subject component). Accordingly, question 8 should now read: "Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the subject component in the subject vehicles ….."

Please advise any further questions.

Regards,
Scott

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Mr. MICA [continuing]. It doesn't matter.

I do have disappointment. Again, I don't want to get into all the specifics of where those bodies are directed or requested. It's not my intention to try to embarrass the Department. It's my intention to make certain that you have the resources to do the job that you need to do to ensure safety.

Is there anything else you could recommend to either our Transportation Committee or Government Reform in the way of additional authority, personnel, or resources that would allow——

Secretary LAHOOD. Regarding safety?

Mr. MICA. Yes.

Secretary LAHOOD. I would love for every member of this committee to cosponsor the transit safety bill that Mr. Oberstar introduced. That's a good way to give us the opportunity to have oversight over transit systems, including WMATA, which had a terrible crash that sparked our interest in really getting into the safety business. And I would encourage every member of this committee to look at that bill. It is a good bill, and it gives us the authority, which we are prohibited from doing, to get into the safety business with respect to transit organizations.

Mr. MICA. Well, and transit is one thing. Again, the Federal agency has say over Amtrak and freight rails, which have probably the worst safety record. But if you took all the fatalities in public transit over the years and compared it to the incidents that have been cited today in this one automobile part, I think we have a problem.

Secretary LAHOOD. Mr. Mica, I don't minimize any fatality. I think one fatality is too many fatalities. And when eight people are killed here in Washington, DC, on America's Metro system, somebody needs to be looking out for safety. We want to do that. And I hope we can have your support to do it.

Mr. MICA. Finally, I would venture to say, and there's an article in today's Post that if we had—we do have equipment that could provide that safety. Rather than spending on a bunch of people wandering around the tracks, our money would best be expended——

Secretary LAHOOD. You will be happy to know the President has proposed $150 million in the 2011 budget for WMATA for equipment.

Chairman TOWNS. The gentleman's time has expired.

Mr. MICA. And $5 million for the NHTSA budget, the lowest amount that I have in recent history. Thank you.

Chairman TOWNS. The gentleman's time has expired.

I now yield to the gentleman from Ohio. But let me just say, before we do that, we have three votes; and, of course, we are going to continue through the votes, I just want to assure you of that. So as soon as you vote, you need to come right back, because we are going to continue.

The gentleman from Ohio is recognized.

Mr. KUCINICH. I thank the chairman.

Welcome, Secretary LaHood.

Secretary LAHOOD. Thank you.

Mr. KUCINICH. CBS had an exclusive where they were able to gain some internal documents that showed that Toyota redesigned software in 2005 in response to complaints that cars were accelerating unexpectedly. Are you familiar with those documents?

Secretary LAHOOD. No, sir, I'm not.

Mr. KUCINICH. Is this the kind of issue that NHTSA has the ability to be able to get into?

Secretary LAHOOD. Yes, sir.

Mr. KUCINICH. So are you interested in that kind of report?

Secretary LAHOOD. Yes, sir.

Mr. KUCINICH. One of the suggestions made in that report is that the—by an electrical engineer—is that there may be a problem with systems design with respect to Toyota and, I would assume by reference, to their electronic throttle control.

Does your Department have the technical ability to be able to analyze systems, design, engineering, mechanical, software, hardware, and all the elements that would be necessary to be able to come to a conclusion as to what the nature of unintended acceleration would be?

Secretary LAHOOD. Yes, sir, we do. And we take our responsibility seriously. We have 125 engineers. We have electrical engineers. We are going to get into the weeds in a very thorough, comprehensive review on the electronics, because that issue has been raised enough that we need to do that. It's been raised by people who drive Toyotas, it's been raised by Members of Congress, and we are going to do it.

Mr. KUCINICH. The distance between Washington and Japan is well established. But the question is: What kind of ability do you have to send those who have the technical skills to analyze documents to Japan to get Toyota's cooperation in being able to review records of research from, let's say, 2004, 2005, on these models, internal documents that would tend to show whether or not Toyota was aware of any of these problems?

Have you sent people specifically to do that? And if you haven't, do you intend to as part of your findings and your investigations?

Secretary LAHOOD. We have asked for a voluminous amount of information from Toyota which we will review. If we need to go to Japan and meet with their engineers and get more information, that will be a part of our review.

Mr. KUCINICH. But you no doubt are aware that as an established and respected automobile manufacturer, that Toyota would have research documents within their control that would show the function of various components of their system.

Secretary LAHOOD. Yes. Of course.

Mr. KUCINICH. And I think this is important, Madam Chair, that we hear from the Secretary on this, because his Department does have the ability to be able to get into this. And while we, as Members, get these documents, we can analyze them, we have help in being able to understand.

Now, in the time that I have remaining, for the instruction of the membership and the public, could you walk us through how complaints are investigated? You know, who does the investigation? Can you enable us to learn, is this all in-house? Do you outsource any of your investigations?

Secretary LAHOOD. Almost all of our investigations are done inhouse by our experts. People file complaints with us, and we take them seriously. We look into them. When we decide that this is serious enough, we interview people; we look at all the possible written material from the automobile manufacturer, from people themselves, from—we gather the most comprehensive amount of information through interviews and research, and then make a judgment if a car needs to be recalled.

Mr. KUCINICH. Well, thank you, Mr. LaHood. I just want to make sure that you put on your agenda the issue of the redesign of software by Toyota engineers in 2005, because we want to see if Toyota's claim that electronics were not to blame—we want to see how that squares with the software redesign that occurred apparently in response to some kind of electronic problem.

Secretary LAHOOD. It's on our radar.

Mr. KUCINICH. Thank you, very much, Mr. Secretary, and thank you for your service to our country.

Secretary LAHOOD. Thank you.

Ms. NORTON. The time of the gentleman has expired.

Mr. Secretary, I want you to know that the chairman has not morphed into a lady in red. He has gone to vote, and I am here pending the vote of the Congress to give the residents of the District of Columbia the same vote that your constituents had when you were here making trouble and doing good.

Secretary LAHOOD. As a former Member, I supported your opportunity to do that, Ms. Norton.

Ms. NORTON. And we certainly will miss your vote when the bill comes up. We thank you. The Members will reappear.

I call on, next, the gentleman from Indiana, Mr. Souder, for 5 minutes.

Mr. SOUDER. Thank you very much.

Mr. Secretary, I want to say I always appreciated your your intelligence and your feistiness. It is how we arrive at truth, and it is the only way we get at truth. I appreciate that.

First, let me say, so nothing is misunderstood, I don't represent a Toyota district. I represent a GM district. Fort Wayne is the proud manufacturer of the Silverado and the Sierra. My manufacturers supply all auto companies, but mostly the Big Three. But this whole ruckus about Toyota has bothered me personally in watching this process—100 percent risk free is your goal—because it is not really achievable. It is not achievable in bicycles or ice skating or horseback riding or anything. You try to get that. But we have kind of held them up to an artificial standard here.

I am concerned that by dragging Mr. Toyoda through this, or asking questions like, "Are you completely, 100 percent safe in a Toyota?" What are you supposed to say?

It leads me to ask a couple of questions, and you may not be able to answer all of these today, but I would really appreciate you looking at this because this needs a thorough looking at and a fair looking at, and not acting like it is just one car company. One thing is no vehicle is 100 percent safe; isn't that true?

Secretary LAHOOD. Our goal is to make sure that vehicles are 100 percent safe, Mr. Souder.

Mr. SOUDER. But no vehicle is 100 percent safe?

Secretary LAHOOD. Our goal will continue to be to make sure that cars are 100 percent safe.

Mr. SOUDER. Second, you said that all Toyotas that are on a safety recall, and you are even less confident of their safety if they are on a recall. Wouldn't you encourage people, if they have a safety recall on any of the car companies, of which you said this is one of the largest, but not the largest, any car company that has a safety——

Secretary LAHOOD. Of course. Absolutely. In the last 3 years, 23 million cars have been recalled and the vast majority of them have not been Toyotas. So anytime there is a recall, people should take their car in and get it fixed. Of course.

Mr. SOUDER. Yes, and that is very logical. Right now, the whole world media is focused on one of the companies. I just want to make sure that——

Secretary LAHOOD. I can give you a whole list of cars that are on recall, Mr. Souder, and I would be happy to do that for the record.

Mr. SOUDER. I would appreciate that.

One of the challenges here is, and I know from my district, almost every supplier supplies all of the Big Three. We don't have enough suppliers anymore to be unique in the United States, and most of them supply some of Honda and Toyota.

And one of the things that strikes me here is that you should find out, not just looking at Toyota, but where is a common supplier, and if that supplier was supplying just to Toyota, as opposed to other suppliers, if it is supplying other companies and it isn't occurring there, what would be the unique thing that is happening in Toyota? And I don't have confidence right now that is occurring, but I would think it is kind of a basic research question right now. You did represent an industrial district, too, that had companies, and I think that is a fair thing.

Now, we also have a question of the difference between—first, let me ask you, you agree with this, right, that some is sudden acceleration and some is slow return?

Secretary LAHOOD. Yes.

Mr. SOUDER. And that the deaths—which have dramatically increased since all the publicity, the allegations, but the proven number was 14, then it went up to 39 that are now in question, and more coming—were all related to the sudden acceleration and not the slow return? The slow return, I think you correctly said, is a potential danger, but the sudden acceleration, every single one of the deaths related to that?

Secretary LAHOOD. That's correct.

Mr. SOUDER. CTS is one of the suppliers. They are not in my district, they are in Joe Donnelly's, but a lot of the people work in my district. And in visiting them, they had the slow return and they were first fingered by Toyota. But in fact, none of the parts on the sudden acceleration were actually made in the United States, they were all Japanese suppliers.

I think we need to look comprehensively by model and start to look at this unique supplier question because, for example, CTS supplies several different companies, whether those Japanese suppliers in fact supply other companies as well in this supply system.

Another thing I would appreciate more detail on is one of the things that I am worried about happening in the regulation is, as was just stated a number of times, was that Toyota was looking at this and they were researching this and Europe had different standards so they started to do that.

One of the dangers here with the lawsuits, and particularly watching what is happening with Toyota sales right now, is around the world they are getting basically, in my opinion, smeared. Possibly justly. I don't know all of the details yet. But they are getting attacked before all of the evidence is in, as I just suggested, with the suppliers.

Part of the question here is, will we in fact have a discouraging impact on companies doing—checking out every concern if it is going to be drug into the public eye, that documents are going to be released—and I am not accusing you, but this committee may be responsible for that—before all of the evidence is in?

One of the challenges here, we ran into this with the trailer controversy in FEMA, which clearly now has not been established, but had this big bubble. We said zero toxins, and then we find out that this room had more toxins in it than the trailers. We are finding this in orthopedic devices. We are finding this in all kinds of things that we kind of react, and then the companies are afraid even to do the research. The bureaucrats and the organizations require more and more paperwork. We drive prices up because all vehicles and all parts are a combination of what is convenience, what is price, what is the tolerance when you go to 99.9 versus 99.7. There's cost to the consumers. If we all drove 20 miles an hour, we would have fewer deaths. In this process, are you at all concerned that we are going to silence research by the manufacturers and increase risks or increase costs or other types of things?

Secretary LAHOOD. Not at all. I think what we will do is sensitize manufacturers to the idea that safety has to be their No. 1 priority, and until they get to that point, they should manufacture cars where they can tell the driving public they are going to be safe.

Mr. SOUDER. Won't lowering the speed limit to 30 save a lot more lives?

Secretary LAHOOD. Well, the research doesn't show that. Look it, on an interstate highway, we have minimum speed limits. Look, Mr. Souder, that is not a very good illustration. Lowering the speed limit on an interstate highway to 30 would make it very dangerous.

Mr. SOUDER. The reason you have a minimum is because you have a maximum. If you lowered the maximum to 30, you wouldn't need a minimum. The point being you can save lives with other types of things.

Secretary LAHOOD. I don't buy your argument, Mr. Souder.

Mr. SOUDER. The question is: What is the tradeoff of lives, convenience, and so on. We have seen this in horseback riding and we have seen it in skateboarding.

You have a difficult job. Your goal is 100 percent. But we have to have some balance here between risk, cost, and benefit.

Secretary LAHOOD. Madam Chair, our job is not for people who ride horses or skateboards. Our job is for people who ride cars. And our goal is that when people get in a car, they want to make sure that it is 100 percent safe. We are not going to sleep until that happens with Toyota.

Ms. NORTON. Thank you. The time of the gentleman has expired.

Mr. Secretary, I recognize that this problem started perhaps as early as 2000. You've only been in office less than a year. My question really goes to going forward. You've I think been a stand-up Secretary. You haven't cast blame to those who came before you. I'm interested in the capacity of the agency, and I use the word "capacity." We have talked about 66 new people. That sounds good to all of us, particularly in this climate. It sounds responsive.

More troubling to me was news that Toyota's engineers and technology experts were simply not there, that NHTSA didn't even have people capable of doing the technical work that would have been necessary to look closely at what Toyota was doing. So when you look at these 66 people going forward, are we going to have experts in the agency that can go toe to toe with Toyota and anybody else? How are you dividing up these new people so we know we have people with the technical capacity to do the job, as apparently was not the case, because you have engineers from Toyota saying to the press, "I didn't know how to do the work that was necessary in electronics?"

Secretary LAHOOD. We will find—the climate we are in today with the economy, I have no doubt we are going to find the very best experts that we can to fill these positions. And we will resource them in areas where we need them, as quickly as the Congress passes our budget.

Ms. NORTON. And in division of labor, as experts versus other kinds of people, there were missing experts, were there not, at NHTSA during the last few years?

Secretary LAHOOD. Yes. Yes.

Ms. NORTON. So in filling the gaps, are you focusing on these technological experts, these engineers?

Secretary LAHOOD. Yes. We will fill the positions with people when we see the direction where our investigations are going and what we see as the way forward for looking at complaints.

Ms. NORTON. Mr. Secretary, I have to ask you about the notorious culture of secrecy that even is admitted in Japan and whether or not issues of competence and candor came together encapsulated in a culture which apparently was not as open as some would have it. Have you had difficulty penetrating the Toyota culture which teaches that these are things that should not be aired in public?

Secretary LAHOOD. Yes.

Ms. NORTON. How are you penetrating that?

Secretary LAHOOD. Well, we have had some issues, and that's the reason when the acting administrator, Ron Medford, came to me and said, "I need to go to Japan and talk to these people directly," I said, "Get on a plane tonight." And he went and he talked directly to the people in Japan.

And I picked up the phone and I talked personally to Mr. Toyoda, and I told him these are serious matters and they need to be taken seriously. As I said earlier, I am pleased that he accepted the invitation of this committee to appear here. I think that begins to build the kind of communication and opportunity for people to really talk to one another about how we solve these problems in the future.

Ms. NORTON. Well, let's take the sticky pedal issue. We now know that Toyota—because Toyota said that it knew of this issue as early as 2008, but it didn't decide to make those changes in the United States until over a year later, is it accurate that they knew about it and, over a year, delayed in making the necessary changes, and how do they justify that to your agency?

Secretary LAHOOD. Madam Chair, I would rather just give you the details for the record, if I could, rather than getting into the specifics.

Ms. NORTON. Say that again.

Secretary LAHOOD. I would like to put that on the record so I can be very specific about the chronology of it and how it took place.

Ms. NORTON. Mr. Secretary, that really is going to be necessary. It is that lag that makes everybody driving a Toyota today wonder whether or not a few months from now they will hear about another recall that they should have heard about prior to that. It is very important to get that on the record as soon as you can. I understand the necessity to do so in the spirit of accuracy.

Secretary LAHOOD. We will do it very quickly.

Ms. NORTON. In meeting with the committee staff, officials from your agency said Toyota had been dragging its feet—that's in quotes, that's from the staff—when it comes to working with your agency to solve the issues.

Do you believe that Toyota has been slow to respond to safety concerns raised by the Department and by NHTSA?

Secretary LAHOOD. Yes, I do. That's the reason we went to Japan. That's the reason I talked to Mr. Toyoda directly. That's the reason we've had these discussions.

Ms. NORTON. Do you believe now that the candor and the rapid response that you are demanding you are receiving? In other words, this notion that if you take your time, that was apparently a part of the culture of Toyota, these things will work out? When it comes to these cars, that will not be tolerated? That somehow what they say to you, you now can trust?

Secretary LAHOOD. I said yesterday at the other hearing, Madam Chair, that I think the business model for Toyota where they have some very, very good people in North America, very good people—their issues may not have always been communicated or heard in Japan. But I do think that the fact that Mr. Toyoda is here, that he is testifying, that he is willing to answer questions, things have changed. His visit here has been a game changer.

Ms. NORTON. It is very important for Toyota owners to hear that the game is really different now, Mr. Secretary. However, I am looking at a big ream of paper, and I must congratulate your new administrator because it was sent apparently on February 16th. He has not been in office very long, as you indicated. They contain over 100 questions as of now, seeking information about this crisis. It would lead us to believe that even now you are somewhat skeptical about what you are hearing from Toyota because you have had to send a whole ream of entirely new questions to Toyota about what appears to be this whole set of issues, even though you have penetrated very deeply already and gotten countless recalls and countless information anew from Toyota.

What is the meaning of having to send so big a pile? These are three separate letters from different parts of NHTSA. How are we to interpret at this date the necessity to get this much new information from Toyota? Or is it new information?

Secretary LAHOOD. Some of it will be new information. I made a judgment and a decision that we would do the most comprehensive review, going back as far as we possibly could, to get information so we can make a judgment about whether they were forthright, whether we had the information, whether we were making judgment calls based on everything we had. We need to see all of that so we can determine if Toyota was forthright, because we have the ability to issue penalties if they weren't. But before we decide that, we want to make sure that they give it all to us, and did we get it all to begin with.

Ms. NORTON. Now, how common is it to have to send such a big pile of letters so late in a controversy to get the information that is necessary? You've had recalls. What's new about this is recurrent, almost rolling recalls.

Secretary LAHOOD. We felt it was necessary to do—really do the total comprehensive review of this to make sure we got it right.

Ms. NORTON. Let me ask you about what you believe happened to a company that stole the thunder from other companies—and most especially companies in the United States—based, it would seem initially, almost primarily on the safety and quality of its product, built a reputation of products that were so thoroughly, and done with such high quality, were so trustworthy on the road. That rising star was Toyota. And we have automobile companies in the United States in receivership essentially, owned by the United States.

One of the things that is very hard for Toyota owners to understand is how that stellar reputation so quickly—or was it quickly—got lost so that you would now perhaps rank Toyotas among the worst of automobile companies in terms of safety and reliability? What did they do wrong that got them to this low point in what had been a very lofty and well-regarded history of operation?

Secretary LAHOOD. Madam Chair, some of what I would say would be conjecture. But certainly on the safety side, I think Toyota became a little bit safety deaf.

Ms. NORTON. Was it because they were so big?

Secretary LAHOOD. Well, look, I don't want to conjecture on these things because it would just be my opinion. But on the safety part of it, which I think is something we know about at DOT, I do believe that they were safety deaf. I also believe their business model for communicating between North America and Japan needs some change.

Ms. NORTON. Meaning that Japan calls the shots even in North America?

Secretary LAHOOD. Just that they need to listen to one another and hear what one another are saying.

Ms. NORTON. Let's take the override systems. When we talk about quality and the type of quality that one would expect from Toyota, even if one didn't expect it from other companies, apparently when it came to brakes, other companies did have override systems in their vehicles that would have allowed them to be easily stopped. Why, and I am sure you have asked Toyota, wasn't override, which apparently was common enough to be in other makes of cars, why did they not do override in the Toyota?

Secretary LAHOOD. Mr. Lentz, the CEO of Toyota, announced yesterday that they are putting this override capability in a number of cars.

Ms. NORTON. You betcha, after loss of life. But this was not something they had to discover. What would have led a company of such reputation not to include that override when it was already included in other makes of cars?

Secretary LAHOOD. Well, I would just be conjecturing on that. I think Mr. Toyoda may be able to answer that.

Ms. NORTON. Maybe we need to ask him. But Mr. Secretary, unless we can discover why Toyota decided to throw overboard the kinds of safeguards we understand would have been in early Toyotas, we won't be able to make sure that they are not doing it. In other words, ultimately brake overrides, we will have to say whether everybody should have brake overrides. And we will have to know whether those kinds of things get left out of cars because people are trying to save money or because people are trying to keep up with the competition. We have to know why. That is not a small thing, and it is a matter of some genuine, I think, skepticism and curiosity on the part of all of us.

Now, one auto consultant said in a recent report, "Regardless of the causes of sudden acceleration in Toyota and Lexus vehicles, it is apparent that the automaker's first step should be measures aimed at protecting the public. The implementation of a brake to idle override feature across all model lines and years may be a significant step in that direction."

Do you think that such features should now be in all automobiles, Mr. Secretary?

Secretary LAHOOD. You know, I would rather base that kind of a judgment on good research and a number of things. I'm not going to—we need to really look at that, Madam Chair. I can't render a judgment on that at the moment.

Ms. NORTON. Mr. Secretary, I wish you would take a look at it, because I think now everybody is going to want to know what is the minimum safety equipment that should be in every automobile sold in the United States.

Let me go on to another series of questions.

The committee has an e-mail between NHTSA investigators and Toyota from January of this year. There is a reference to an accident that occurred in Texas and NHTSA's request to download data from the event recorder in that vehicle.

From reading this e-mail, it would appear that NHTSA is unable to download this data on its own without Toyota's presence. Is that correct?

Secretary LAHOOD. We have over 7,600 EDR files in our crash data. The commercial available tool only reads GM, Ford, Chrysler. Toyota has a proprietary EDR which is the system that only they can read.

Ms. NORTON. Why is it proprietary? Why can they only read it? It is not proprietary for the others. This is what I mean by the culture of secrecy. It is ours, even though these kinds of things are made known by other automakers, we're not going to do it. Would your agency allow that kind of secrecy on that kind of important matter to continue?

Secretary LAHOOD. No.

Ms. NORTON. I'm pleased to hear that. Should there be a Federal standard there, do you think?

Secretary LAHOOD. Let me get back to you on that.

Ms. NORTON. It is very important. We need to know what the standards are.

Secretary LAHOOD. Right.

Ms. NORTON. What the new standards are. And you recognize, Mr. Secretary, all of these questions are, yes, based on what has happened, but based on going forward, because that was on their watch, now you're on your watch?

Secretary LAHOOD. Right.

Ms. NORTON. Do you believe that Toyota should make the black box data more easily available to law enforcement and NHTSA?

Secretary LAHOOD. Yes.

Ms. NORTON. Thank you.

According to testimony that we are going to get later, I understand NHTSA has a standard that allows companies to choose whether to install black boxes in cars, and requires that any installed recorder track certain types of information. Some experts have suggested that we need a Federal safety standard, and I would like to know your opinion on this matter.

Secretary LAHOOD. That's something we are looking at.

Ms. NORTON. Could I ask you, Mr. Secretary, how long you think it will take to come up with a basic safety standard for all automobiles? We are asking you some questions which you certainly cannot answer until the Toyota investigation at the very least is over. I am now, I think, speaking for people who are driving Lexuses and Toyotas, about whether they can expect that the agency, doing its due diligence, will come up with something that means I've been driving an unsafe automobile. That's why the time factor turns out to be important on this. How long do you think that it will take us to know, or NHTSA to know?

Secretary LAHOOD. Rather than giving you a time, Madam Chair, I would rather get back to you so we can figure this out.

Ms. NORTON. I wish you would give us an understanding just how difficult that is. When I look at this ream of new material, I'm not asking you not to go through it, but I am thinking about how many nervous folks are out there wondering if they would be next.

Secretary LAHOOD. Would you mind if we take a brief recess? Maybe the only advantage of you not having a vote is you can continue asking me questions, but I wouldn't mind taking a break, if you don't mind.

Ms. NORTON. Mr. Secretary, in light of your great patience in being here while I sat alone asking you questions, I could hardly refuse you. Ten minute break.

[Recess.]

Ms. NORTON. We will reconvene with Mr. Duncan of Tennessee recognized for 5 minutes.

Mr. DUNCAN. Thank you, Madam Chair.

Mr. Secretary, I don't see how anybody could have done a better job during this first year.

Secretary LAHOOD. Thank you.

Mr. DUNCAN. Rampage, as you describe it, about texting and other electronic devices while driving. I hope you will keep pushing that just as much as you can.

Let me ask you, is there anything that Toyota should be doing now, that the Department feels that Toyota should be doing now, that they are not doing? Are you satisfied with their response?

Secretary LAHOOD. Well, we have sent them a request for a lot of information. I believe they will comply. We want to look back and look at a lot of documents to determine what went wrong earlier on, if anything went wrong earlier on. So that request is pending. We know they will be doing their—gathering the information that we have asked for. We want their cooperation as we look in depth at this electronics issue because we are going into the weeds on this. People have asked us to do this. We think that it is important to do it.

Some people believe that electronics are a part of the problem and it is our responsibility to really check that out. So we are going to do that. We need their cooperation on that. I don't know that they won't cooperate. There have been some studies done by some people that they hired, but also by a fellow at Southern Illinois University in Carbondale. We want to look at that information. We want to know if they have any information independent of the people that they have hired. We will continue to look into that aspect of their automobiles.

Mr. DUNCAN. Let me ask you a couple of other things. I seem to recall that I read that NHTSA has approximately 700 employees; is that correct?

Secretary LAHOOD. Round numbers, that is pretty accurate.

Mr. DUNCAN. There was some mention of this occurring, some of the bad things happening on somebody else's watch, but most of those employees are civil service employees, I assume. And most of those employees are still there today that were there.

Secretary LAHOOD. Some of them are, and they are all career people.

Mr. DUNCAN. Right. Judging from your earlier testimony, you are pretty satisfied with the response that they made at the time, or the investigations that were made at the time, and what has been done since you came on board?

Secretary LAHOOD. One of the reasons that we made this huge request to Toyota, we want to make sure when our people put eyes on paperwork prior to this, that we had everything. But I tell you this, we have some of the most professional career people. They take their jobs very seriously when it comes to safety because they know the work they do could save lives and save inuries. But we want to make sure that they had all of the information.

Mr. DUNCAN. All right. I have heard on the news, and I don't know what the details are, but there apparently was some braggadocio, or at least happiness, by some Toyota engineers or Toyota employees for getting NHTSA to reduce an earlier recall or hold it down to a very small number, and they have claimed that they saved Toyota $100 million or some huge amount of money. Do you know about that?

Secretary LAHOOD. No, I saw the press reports where Toyota was talking about that. But I will tell you this, Mr. Dunning: We are not going to compromise when it comes to safety, not on my watch. We are going to hold Toyota's feet to the fire. We are going to get all of this information. We are going to make sure that what we looked at before was correct. If there is new information, then we will put it out there.

So Toyota made some statements about saving some money but from my point of view it will not be at the expense of safety.

Mr. DUNCAN. These earlier reports about NHTSA not having electrical engineers or software engineers, you said that was untrue and you have plenty of electrical and software engineers.

Secretary LAHOOD. We have electrical engineers. We have over 200 engineers, total about 230, and we have electrical engineers.

Mr. DUNCAN. Thank you very much.

Chairman TOWNS. The time of the gentleman has expired.

I now yield 5 minutes to the gentleman from Illinois, Congressman Quigley.

Mr. QUIGLEY. Thank you, Mr. Chairman.

Good afternoon. My colleague, Ms. Norton, raised the issues and, again, discussing the black box issue at some point. Is it true that NHTSA issued a voluntary standard as it relates to black boxes, asking that they be included, that they be used in cars?

Secretary LAHOOD. Voluntary to have it, mandatory if you do have it. For reporting.

Mr. QUIGLEY. In light of what we have learned so far, and perhaps in light of what we don't know because you mentioned yourself, we are not sure it's the electronics, or someone is not sure it's electronics, does it make sense now, given the fact that this information lag is dangerous, that we require it?

Secretary LAHOOD. That is something that we are looking into.

Mr. QUIGLEY. Is it because of cost?

Secretary LAHOOD. The answer, Mr. Quigley, is that we will find out if they should be mandatory or not. We are looking into it.

Mr. QUIGLEY. Back to the issue of electronics, then, and whether or not that is an issue, do you or do the folks who work with you, are they aware that the electronics that are used in Toyotas are being—it is the same type of software that is being used in all makes of relatively new cars? And if that's the case, to act proactively, shouldn't we be looking at the sum and substance of that software to see if it can't be an issue with all makes as well?

Secretary LAHOOD. Of course, and that's what we are going to do. I said earlier in my testimony and in response to other questions, we are going to do a comprehensive, complete review on the electronics because people think that it has caused some of these accidents. Members of Congress think that. It is our obligation to check it out, whether it is in Toyota or any other car.

Mr. QUIGLEY. Well, have we started talking to other automakers about their electronics and the issues they may or may not have had?

Secretary LAHOOD. We are going to do a comprehensive review.

Mr. QUIGLEY. I know what you're going to do, so I'm just asking, have we done that——

Secretary LAHOOD. We're starting it. Have we done it before? Is that what you're asking me?

Mr. QUIGLEY. Yes.

Secretary LAHOOD. We are just starting, because of all of the complaints we have heard.

Mr. QUIGLEY. We have heard these complaints for how long?

Secretary LAHOOD. On the electronics, since really the issue of the floor mat. We really started hearing about the electronics when we identified what we thought the problem was and then we issued the three recalls. So we have made a decision to look at the electronics now.

Mr. QUIGLEY. What would you suggest your timeframe would be either to get back to us or to the public in terms of your recommendations on the electronics, dealing with other makers and the issue of whether or not to make the black boxes mandatory?

Secretary LAHOOD. I will get back to you. I don't know how long this is going to take. It's going to be a complete review. And as you've indicated, it should be on other makes of automobiles that use the same kind of electronics. It's going to be a comprehensive study. I'll get back to you for the record when our results will be available.

Mr. QUIGLEY. Given your answers, I will close with the following. It seems like we are flying blind. The makers and yourself seem to be saying that we don't know enough. So that information lag would seem to at first beg the question that we have the black boxes in all these new cars so we don't have to go back and say what happened. We know as it happens, immediately.

So I know you want to review it and think about it, but it seems the key missing ingredient here is what happened and why. If we had the black boxes, perhaps we would have a better answer already and we would be acting quicker to solve these problems. So it just makes sense to me to start moving quickly. You made it mandatory, why not make it mandatory now so we go forward with more information?

Secretary LAHOOD. I take your point.

Mr. QUIGLEY. I yield back the balance of my time.

Chairman TOWNS. I thank the gentleman from Illinois. Thank you very much for your comments.

The gentleman from Utah, Mr. Chaffetz.

Mr. CHAFFETZ. Thank you.

Mr. Secretary, does the government treat Toyota the same as it does all of the other automakers?

Secretary LAHOOD. In the last 3 years, we have had 23 million recalls. The vast majority have not been Toyota. The answer is absolutely correct. Yes.

Mr. CHAFFETZ. My understanding is the GM Cobalt, which I happen to own—I was surprised after learning this information. In February NHTSA opened an investigation into the steering mechanism in the GM Cobalt based on 1,157 complaints. My understanding is that based on 84 complaints, the model year 2009 Corollas were also opened up.

Two questions: Why did it take NHTSA so long, when we are talking about model year 2005 and 2006 Cobalts, to jump into this fray? And why is there such an apparent discrepancy between the number of Cobalts versus the number of Corollas?

Secretary LAHOOD. You mean the number of complaints?

Mr. CHAFFETZ. Yes.

Secretary LAHOOD. There are 30,000 complaints a year. Every one is taken seriously. We look at every one. We review every one, and we make a judgment call about when to start an investigation.

Mr. CHAFFETZ. Why did it take so long? A thousand complaints.

Secretary LAHOOD. I will have to get back to you. I don't know the specifics on that. But I want you to know this——

Mr. CHAFFETZ. Well, 1 out of every 30 complaints is about this Cobalt, according to your stats. Why did it take so long?

Secretary LAHOOD. I will get back to you for the record.

Mr. CHAFFETZ. And what is the current status of this?

Secretary LAHOOD. It is under investigation.

Mr. CHAFFETZ. Do you honestly believe that Toyota is being held to exactly the same standard as General Motors and everybody else?

Secretary LAHOOD. Absolutely, 100 percent.

Mr. CHAFFETZ. Is there any sort of interaction with the United Auto Workers on any part of this whatsoever?

Secretary LAHOOD. Absolutely not.

Mr. CHAFFETZ. What is the so-called negotiation? I don't understand why a regulatory body involved in safety and security has to enter into a negotiation with a company. I'm not understanding that term and what that really means.

Secretary LAHOOD. Well, we want to talk to them. We need to get information from them. We need to talk to them about what our investigation is about and what we are looking at, what kinds of information we need in order to do the good investigation that needs to be done.

Mr. CHAFFETZ. My understanding is there is a February 5, 2010, report entitled, "Toyota's Sudden Unintendend Acceleration" which claimed that NHTSA's incomplete investigative findings are "certainly the result of insufficient resources." Do you believe it is common for NHTSA to not be able to go as fully into these problems and challenges because of insufficient resources? Or is it some other reason?

Secretary LAHOOD. We have resources. As I said, we have about 125 engineers. We have electrical engineers. I believe we have the resources in the President's budget proposed for 2011; 66 additional slots would come to NHTSA if that budget were approved by Congress.

Mr. CHAFFETZ. My understanding is that it is common, standard language for NHTSA to say, if a defect petition is denied by NHTSA, to use the language, "In view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied." Is there a reason that language is routinely used? If you are saying that you do have sufficient resources and you are using the statement on a regular basis, they seem to contradict each other.

Secretary LAHOOD. You know, I will have to get back to you on that. I don't know the reference that you are making on that.

Mr. CHAFFETZ. There have been some anecdotal allegations—I don't know if they are true, that is why I am asking the question—that there seems to be an increase in the number of attorneys that are going into NHTSA and a decrease in the number of engineers. Can you give me a sense of what is really happening in terms of the balance of the employees?

Secretary LAHOOD. I will put it on the record, how many attorneys versus how many engineers.

Mr. CHAFFETZ. I'm sorry, you don't know?

Secretary LAHOOD. I want to be accurate because I am under oath. If you want to know the exact number of lawyers versus the exact number of engineers, I will put it on the record for you.

Mr. CHAFFETZ. That would be great.

Are there any other failures that we see within the system, or complaints or concerns by citizens, that have been given to NHTSA, that are above and beyond the number that we saw with Toyota, that have not gone into this category of being recalled or gone into some other——

Secretary LAHOOD. I would say the one thing that I have already talked about is the electronics, and that is something, as I said, we are going to review because people have come to us, both Toyota drivers and owners and Members of Congress, who believe that the electronics are a problem. And we are going to look into that.

Mr. CHAFFETZ. Do you believe there is too cozy of a relationship between NHTSA and the industry? And the second part of that question——

Secretary LAHOOD. No, absolutely not.

Mr. CHAFFETZ. Why would Toyota not hire former NHTSA employees if not to just engender a more cozy relationship?

Secretary LAHOOD. You'll have to ask the employees. There is not a "cozy relationship." In the last 3 years, we have recalled 23 million cars.

Chairman TOWNS [presiding]. The gentleman's time has expired.

Mr. CHAFFETZ. Thank you, Mr. Chairman.

Chairman TOWNS. I now yield 5 minutes to the gentleman from Tennessee, Mr. Cooper.

Mr. COOPER. Thank you, Mr. Chairman.

Welcome, Mr. Secretary. You have been on both sides of these congressional hearings, so you know what it is like.

Way back in 2007, an enterprising TV journalist in Nashville, TN, for the NBC affiliate, Jeremy Finley, reported on a story about the Toyota Tacoma, an unfortunate accident in our area, unexplained circumstances. But unlike most reporters, he dug deeper. He found 20 cases all over America. He went from Phoenix to Boston. He interviewed former NHTSA head, Joan Claybrook, who said, "I think what you've encountered here is a safety defect of significant proportions." He interviewed other experts.

In 2008, apparently NHTSA took a quick look but rapidly closed its investigation, telling folks that "In view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied." NHTSA didn't say there wasn't a problem. They basically said they had other, more important things to look at.

Now, we all know that we want to get to the truth here. I would urge you and NHTSA to make sure that you are asking Congress for whatever resources you need, that you are prioritizing appropriately, and if you could give us assurances that you are looking into all models. I know that you are a good person. You inherited a lot of responsibilities, but the public is demanding answers.

Secretary LAHOOD. May I just read something here, Mr. Cooper: The Tacoma 2005 through 2010 is subject to the pedal entrapment recall announced in October 2009. The Tacoma is not subject to the sticky pedal recall because it applies only to vehicles that have a certain pedal manufactured by CTS. And the Tacoma was not subject to the floor mat recall in 2007 because the evidence available did not indicate the floor mat was a problem.

We have identified 33 relevant complaints and, as I indicated, those model years are under a recall.

Mr. COOPER. You know as well as I do that families who own a vehicle may not be expert as to whether it is a pedal entrapment problem or a floor mat problem or a sticky pedal problem. They just want a safe ride for themselves and their families. So we need to be getting about the business of offering safe rides to folks.

Secretary LAHOOD. I agree with that.

Mr. COOPER. My concern is this. We need a strong safety agency so that they can catch safety problems promptly and save lives. We also need a safety agency that is not captured or beholdened to industry, so it has the credibility that once safety problems have been resolved, that people feel comfortable riding in the vehicles again, because there are a lot of innocent victims at the front-end when lives are lost and at the back-end when livelihoods are lost. So I am hopeful we can restore Toyota's credibility, get to the bottom of this rapidly, and start encouraging commerce again and safe rides all over this country.

I appreciate your service not only in this body but also in the executive branch, and just make sure that you ask us for whatever you need to get the job done.

Secretary LAHOOD. Thank you.

Mr. COOPER. I yield back.

Chairman TOWNS. Thank you. The gentleman from Arizona, Mr. Flake.

Mr. FLAKE. I thank the chairman. Welcome back, Mr. Secretary. It is good to see you.

Secretary LAHOOD. Thank you.

Mr. FLAKE. I just want to follow along the lines Mr. Chaffetz did, talking about whether all car companies, domestic and foreign, will be treated equally. And I know you emphatically stated, yes, they are and will be. But he seemed to present some statistics that show that at least—and I know a body like this shouldn't just accept an emphatic statement, "yes, we will," you ought to look at the complaints and statistics and wonder if that is the case or will be the case. This recall is likely to cost Toyota untold billions of dollars. A similar recall of a GM product, for example, would be similar. That cost, because of our investment of taxpayer dollars into this bailout, would reflect on the taxpayers as well. So I don't think it is out of line to question and at least caution that the Department of Transportation and NHTSA be extremely careful in how they accept and deal with complaints that come in, to ensure that government isn't taking sides in an area where we have a big investment.

I was just a little bit disturbed by the emphatic statement, "Believe me when I say yes," rather than "Well, if there are statistics that may appear to reflect some kind of favoritism, we will look into that."

Do we have a commitment that is the case and not just saying, yes, they will be treated fairly and you should trust us, but we will look into the statistics on complaints and how they are dealt with by NHTSA?

Secretary LAHOOD. Well, Mr. Flake, let me stipulate, when it comes to safety, there will be no compromises. There will be no cozy relationships. There will be no sweetheart deals. You have my commitment on that. Not under my watch.

And as I said earlier, if you look at any speech I gave last year, it was on safety. Whether it was on planes, trains, or automobiles, it was on safety. That is our obligation to the public. I don't buy this argument that because the government owns 60 percent of GM that we are going to turn a blind eye to that. That is nonsense. We would never do that. It will never happen under my watch. I guarantee you that.

Look, Mr. Flake, you and I have worked on a lot of issues together.

Mr. FLAKE. We have. And I understand your commitment. A lot of this was prior to your entrance there. But I guess what I'm looking for is a recognition that hey, on the outside, one could question whether or not government, the Federal Government, with a substantial investment of taxpayer dollars into a couple of domestic automakers might be under a pretty high standard here, and we ought to look at complaints and make sure that we are treating them fairly rather than just saying yes, we will treat them fairly, trust me. I trust you. I may not trust everybody that I don't know, that I haven't seen. It goes a lot further, I think, with a lot of us to hear yes, that is something that we need to guard against. That is something that we need to be absolutely sure of.

I can tell you in other areas government does favor areas, individuals, and others with whom investments are made. That's just the bottom line, that is how governments work, and that is human nature. I am asking for a little recognition that that is something we ought to be concerned about, and we are.

Secretary LAHOOD. I recognize that.

Mr. FLAKE. Thank you.

Mr. ISSA. Would the gentleman yield?

Mr. FLAKE. I would yield.

Mr. ISSA. Thank you.

Mr. Secretary, you earlier noted the investigation of the Cobalt, that it has been open. In your opening remarks, first set of remarks, you talked about the members of NHTSA who went to Japan and shortcutted an investigation by saving time and money and getting a voluntary cooperation early on, based on the end of a 2009 trip to Tokyo; is that right?

Secretary LAHOOD. Yes.

Mr. ISSA. So we own 60 percent of General Motors. The Cobalt has had far more complaints on a reminiscently similar problem to where you have a recall on the Corolla. Are we doing this investigation in the slow road because General Motors is not willing to do what Toyota was willing to do when your people went to them last year?

Secretary LAHOOD. Repeat the question.

Mr. ISSA. Wouldn't it save us money if General Motors would do what Toyota did and not make you go through the long investigation process on a car that has had far greater complaints and should be under the same scrutiny?

Secretary LAHOOD. Our job is to do an investigation. If we can get cooperation, we get it. If we can't, we use every tool in our tool box to get to the bottom line, which is the safety of these cars.

Mr. ISSA. How about our majority interest in General Motors? We own 60 percent of them.

Secretary LAHOOD. Ask me a question about it.

Mr. ISSA. Are you willing to ask General Motors to cooperate as fully as Toyota did with the Corolla on a car which has had more complaints for a longer period of time?

Secretary LAHOOD. Yes.

Mr. ISSA. Thank you.

Chairman TOWNS. The gentleman's time has expired.

I now yield 5 minutes to the gentleman from Illinois, Congressman Davis.

Mr. DAVIS. Thank you very much, Mr. Chairman.

Mr. Secretary, it is good to see you and it is good to see you in this role. I want to commend you on the stellar job you have been doing since having been appointed and confirmed.

Let me ask you, some believe that the uncontrollable sudden acceleration problems are not being caused by pedal entrapment or sticky pedals but by an electrical malfunction, either a software problem or electrical interference with some component of Toyota's computer systems. It is my understanding that the Department of Transportation has now launched an investigation into possible electrical interference as a possible cause; is that correct?

Secretary LAHOOD. I would call it more of a very comprehensive review, and at some point we may get into an investigation. But we are going to do a thorough review and look at everything. And by that, I mean we know now as a result of testimony given yesterday, there is a fellow at Southern Illinois University who did a study, and we want to look at that and we want to look at what Toyota has done and look at all of the facts and then determine if, in fact, there is a problem.

Mr. DAVIS. Can I ask you what precipitated or caused you to look at this particular area?

Secretary LAHOOD. Complaints by people who own these cars and also Members of Congress who believe there is an electronics problem.

Mr. DAVIS. It is my understanding that both Toyota and NHTSA have examined this issue before. What would be different now about the examination?

Secretary LAHOOD. I think testimony that was given yesterday before the Commerce Committee, where a gentleman from SIU has done a study and he found that there were some problems. If there is fresh information, new information, we know Toyota hired some people to do a study, we want to look at that. We want our own engineers to look back. Look it, if people think there is a problem, we should look at that. That is our job to look at it.

Mr. DAVIS. So you are not relying on past examinations and past experiences. You are really starting now?

Secretary LAHOOD. Yes. We want to put eyes on the fresh information, the new information.

Mr. DAVIS. Thank you very much. That gives me some assurance that we are going to do a thorough investigation. I commend you again for the work that you have done. Thank you.

Secretary LAHOOD. Thank you, sir.

Chairman TOWNS. I thank the gentleman from Illinois.

I now yield 5 minutes to the gentleman from Missouri, Mr. Luetkemeyer.

Mr. LUETKEMEYER. Mr. Secretary, thank you for the frankness of your answers today. Compared to some of the recent witnesses we have had, it is very refreshing. Thank you.

I am kind of curious. To me the question here is the protocol or process that you have in place with regard to reviewing 30,000 complaints a year and what raises it to a level that you would start to investigate the floor mat problem, for instance.

Can you give me a little overview of your process or protocol that you have in place with regard to how many complaints do you have to have, how serious they have to be, before they are raised to the level of requesting a recall from the manufacturer, and kind of walk us through the process?

Secretary LAHOOD. I can't give you a number where you say, you know, once you get 25 complaints, that's it. That's the benchmark. It depends. The gentleman from Utah was questioning why it took 1,300 one place and a lesser number in another place. It is the seriousness of the complaint. It is our people who are experts really looking at these, driving, looking at the research, talking to the people who owned the automobile, talking to the car manufacturer, and really trying to discover if there is a serious flaw or defect or something wrong. It's a judgment call.

Mr. LUETKEMEYER. It is more individualized based on the particular incident that you are investigating.

Secretary LAHOOD. That's right. And if there is a commonality. If there are 100 complaints and they are all about the same thing, obviously that is probably an issue that we need to look at.

Mr. LUETKEMEYER. I know a couple of Members were talking about trying to bring into the investigation information from other parts of the world. Have you done that at all with any recent investigation?

Secretary LAHOOD. We do that. We try and get information from the foreign car manufacturers and other places in the world. We get, try to get, we look at it and see what it says.

Mr. LUETKEMEYER. I know that you mentioned that you are looking to try and get some more engineers on your watch here. And one of the things that the folks at Toyota have made a comment about is that they believe and the comment was "the new team has less understanding of engineering issues and are more focused on primary legal issues."

Do you think that is a fair statement? Is that the necessity for more engineers?

Secretary LAHOOD. Is the statement that engineers are working on legal issues? Is that what that said?

Mr. LUETKEMEYER. What they are trying to say is that your focus is more on the legal part of it versus the actual engineering part where the problem really is.

Secretary LAHOOD. I don't buy that argument. But, you know, if you want me to get you some statistics on it, I can do that for the record.

Mr. LUETKEMEYER. They are actually making the argument for more engineers for you.

Secretary LAHOOD. Well, the President put in our budget 66 new positions, and we think that will be a good resource for us.

Mr. LUETKEMEYER. I think, quite frankly, a point needs to be made as well that, a lot of the problems we are dealing with today is their engineering versus the quality of the vehicle itself. I think that the manufacturing and the quality of the parts on the vehicle are not in question here; it is the engineering of these parts that cause some of the problems to happen.

So I guess one more question I have with regards to all of this when you are starting to investigate, do you bring in outside experts as well to try and work on these issues? In other words, if you have an issue you are not—your engineers are not capable of doing, or actuarially you are not sure?

Secretary LAHOOD. Absolutely.

Mr. LUETKEMEYER. Where do you go to get that information? What experts do you go to?

Secretary LAHOOD. We go to people on the outside who are expert, electrical engineers, or mechanical engineers. We find—look at, there are a lot of good people around America who can provide expertise. And we are not bashful about doing that if we don't think we have it in-house.

Mr. LUETKEMEYER. Do you make recommendations to manufacturers on how to rectify a situation? Or do you leave it up to them?

Secretary LAHOOD. We leave it up to them and we don't sign off on it. They come to us and say: We think this is the fix. But we don't put our stamp on it, but we make sure that they really believe this is the fix.

Mr. LUETKEMEYER. Mr. Secretary, I appreciate your comments today. I yield back the balance of my time.

Secretary LAHOOD. Thank you.

Chairman TOWNS. I now yield 5 minutes to the gentleman from Virginia, Congressman Connolly.

Mr. CONNOLLY. With the consent of the chairman and the committee, I would like to yield my time to Mr. Lynch who has a pressing engagement, and reclaim my time at the appropriate point.

Chairman TOWNS. Without objection.

Mr. LYNCH. I thank Congressman Connolly. I appreciate the courtesy.

Thank you, Mr. Secretary. Good to see you. We have the advantage in Congress of being able to look at things forensically after they happen, and you have the unfortunate disability that you have to make decisions as they occur. And I understand that difficulty. But I do want to say that, looking at this forensically, first, we had Toyota come out with the recall regarding the floor mats. All right. So I just think that is a red herring, and I am not sure that all of these problems are from somebody's floor mat. I think it is easily understood; it is somewhat user controlled.

The second excuse was this very simplistic sounding "sticky gas pedal," trying to make it sound very innocent. And now we have electronic interference, somewhat external, I guess, as the nature of the problem. And it just sounds like the problems are getting—or at least the solutions are getting more complicated as we go forward, more expensive, more pernicious. And I happened to read something by Steve Wozniak, the co-founder of Apple and he has a bunch of Priuses, but his most recent one is not one of the ones that was subject to any of the recalls.

And he says, "I have many models of the Prius that got recalled, but I have a new model that didn't get recalled." And this is a fellow who says a lot of things don't bother him in life except for computers that don't work and don't work right.

And he says, "This new model has an accelerator that goes wild, but only under certain conditions of cruise control. And I can repeat this over and over again safely." He said, "This is software. It is not a bad accelerator pedal. It is very scary, but luckily for me" he says, "I can hit the brakes."

Now, here is my problem, Mr. Secretary. My dealers are working night and day right now, my Toyota dealers, to fix the mats, the floor mats, the sticky pedal. They are going through these fixes. One of my dealers I talked to yesterday doing 175 fixes per day. He has all of his people working. And I appreciate that there is a real effort. But I am one of these Members of Congress who thinks that this is a software problem. And if we are bringing people in and fixing their sticky pedal, or fixing their floor mat and sending them back out on the road with the assurance that their car is fixed, we are sort of creating a moral hazard here, a situation that we are telling people that they have the reassurance now, because we have "fixed it."

But if this is still a problem that you are investigating and beginning to investigate, then we are making the problem more dangerous. And I am just concerned that is the phenomenon we have here, that this is at root, a software problem, something much more complex, something much more pernicious, something much tougher to get rid of. And we are playing with this by telling people, well, we are going to change your floor mat or we are going to oil your sticky pedal here and you will be OK. So how do we get at that?

Secretary LAHOOD. Well, as you can imagine, Mr. Lynch, I mean, we have to base our judgments on research and on good data and making sure we know what we are talking about. When we say something, people listen to us.

Mr. LYNCH. Hopefully.

Secretary LAHOOD. And until we do the complete review, the comprehensive review, look at all these things, we are not about to say something where it is just not accurate, you know, just for the point of——

Mr. LYNCH. Well, you might be doing that already, is what I am getting at. If you are telling people there's a problem with the floor mat and it is not, or if you are telling people it's a sticky pedal and it's not.

Secretary LAHOOD. Look, I don't agree with you. I mean, we wouldn't have told people to change out these floor mats if we didn't think our research showed that was a problem. We can prove that. We can prove the sticky pedal was a problem. We can prove it. Now, so, to say that is not accurate belies all the facts that we have. And we wouldn't be saying these things if it weren't true.

Mr. LYNCH. Well, I just think that we have to consider the fact that there very well could be a serious software problem here. And, again, I think we are in a very awkward position if we are telling people that changing out your floor mat is going to fix this or the sticky pedal solution is going to fix this, and yet we are sending people out in dangerous automobiles. I am just saying you have to weigh that in with the course of your investigation and the urgency with which you're investigating these more complicated or complex problems.

Secretary LAHOOD. I take your point.

Chairman TOWNS. The gentleman's time has expired. I now recognize the gentleman from Nebraska, Mr. Fortenberry.

Mr. FORTENBERRY. Mr. Secretary, welcome. It is always my hope that congressional hearings have some sort of constructive outcome. And in that regard, it was discussed earlier, I believe, by Mr. Issa that a more transparent international marketplace for safety data sharing would be appropriate.

In that regard as well, given that today's hearing is about Toyota's safety problems, and particularly this unintended acceleration problem which you have committed to continuing to research and work through, this has happened, though, across other car manufacturers, two other car manufacturers, from the data that I see.

Has there been any discussion about developing some type of consortium and perhaps in partnership with NHTSA that would actually work toward a comprehensive evaluation of this so that there could be even broader safety outcomes for the public?

Secretary LAHOOD. Well, we try and do these things based on the complaints that we hear from people. We do conduct these investigations.

Mr. FORTENBERRY. This is out of our box, though. This is a policy consideration.

Secretary LAHOOD. Pardon me?

Mr. FORTENBERRY. This is a policy consideration. A potential change in policy.

Secretary LAHOOD. I will be willing to look at it. But, I mean, it doesn't fit into what we are doing now.

Mr. FORTENBERRY. Should it?

Secretary LAHOOD. I think it is something we can look at. Look, I get lots of good ideas from coming to these hearings, and it is something that I would be happy to visit with you about and see. I mean, I am not going to sit here and tell you that it is something we are going to do because I don't know enough about what you are trying to purport here. But I'm willing to talk to you about it.

Mr. FORTENBERRY. Again, what I said in the beginning, looking for constructive outcomes. That is the purity of my intention is to maybe think creatively about this, because right now, our attention has shifted to Toyota, and appropriately, trying to get to the bottom of these safety issues. But, again, given that this has happened across the industry, is there an opportunity to think more creatively policywise about a common fix using resources that we have or creating some type of consortium, again, that could look at this in partnership with the government to again improve or make the safety outcomes of this hearing and what you are doing even broader applicably.

Secretary LAHOOD. Sure. I got you.

Mr. FORTENBERRY. That is just a policy idea I put out to you.

Secretary LAHOOD. Got you.

Mr. FORTENBERRY. I yield the additional time that I have to Mr. Issa.

Mr. ISSA. I will be quick, and then Mr. Burton would like to ask a quick question.

Mr. Secretary, you said that it depends on when you evaluate something how significant it is. But under the current system, the manufacturer doesn't give you every single complaint that occurs; so you are evaluating some and missing others. If there's a sticky pedal like this one in Great Britain and there's some reports, unless there is a recall you don't see it at all. Do you think that should change?

Secretary LAHOOD. Look, when we go to the manufacturer and we ask them for information about complaints they have had about their vehicles, we hope they are going to be forthright with this. I mean, part of the process——

Mr. ISSA. I appreciate that, Mr. Secretary. But the current law, they only have to tell you if there is a recall.

Do you believe that it should change to where all information on like models worldwide be available?

Secretary LAHOOD. I think the more information, the better.

Mr. ISSA. Do you have the authority to ask for that and receive it from the manufacturers, or do you need authority from Congress?

Secretary LAHOOD. We ask the manufacturers when we get complaints about certain aspects, mechanical aspects, and we assume they are being forthright with us.

Mr. ISSA. Thank you.

Mr. FORTENBERRY. Mr. Chairman, I will yield the remaining time to Mr. Burton.

Mr. BURTON. Let me just—Mr. Secretary, this floor mechanism was made in Japan and there hasn't been any problem with it. And this one was made in the United States. They both work on the same car. And this one is the one that they have had all the problems with, and they had to put a shim in so that there was proper clearance so it wouldn't stick. And my question is, why is it in the same car you have two different mechanisms, and one is causing the problem and one isn't? It seems to me that Toyota evidently knew that there was a problem maybe with one and not the other.

And this one was used in Japan and Europe and this one was used in the United States, and this is the one that has caused the problem?

Now, he just asked you a question about whether you have the authority. It seems, if there is a problem any place in the world, your agency ought to be able to get that information or demand that information so that you can look at a recall here in the United States even if it happened over in Europe someplace. And I would like for you maybe to ask—and I'm going to ask the president of Toyota about this today—why they have this difference.

Mr. SOUDER. Would the gentleman yield?

Chairman TOWNS. Mr. Fortenberry controls the time.

Mr. SOUDER. Will the gentleman yield?

Mr. FORTENBERRY. I yield the remaining time to Mr. Souder.

Chairman TOWNS. Actually, the gentleman's time has expired.

Mr. SOUDER. Point of order. The gentleman made a somewhat factual misstatement about a manufacturer in Indiana, and I think it is important to clarify the record because we went through this once earlier.

The sticky pedal, which you said correctly, the one that had a slow return. But the Secretary testified that the slow return didn't have any of the deaths with it. It was the Japanese part that had the deaths. They did have to put that thing in. But there are two distinct things that happen with that pedal, and it's important that the record show that the American part, as we already established, did not cause the deaths.

Chairman TOWNS. Let the gentleman know that Mr. Toyoda will be testifying later on. So I think that is an appropriate question that can be raised with him.

Now I recognize the gentleman from Texas, Congressman Cuellar.

Mr. CUELLAR. Thank you, Mr. Chairman.

And, Mr. Secretary, it is good seeing you again. I think the last time we saw each other was in San Antonio. It is a pleasure.

I have an overhead that I would ask the staff to put on and I am going to ask your thoughts on this particular. It has to do with the percentage of vehicles affected by safety recalls from 2001 to 2010. I would ask you to take a look at that, Mr. Secretary, and just give me your thoughts on that, once they make it big enough so you can go ahead and look at that.

Mr. Secretary—and I guess what I am looking at, I do have around my area, I do have the San Antonio plant there where 2,600 employees depend on the work that you do with the enforcement and regulator, and of course, what Toyota is going to do. That doesn't even include the onsite hires where you add another amount and it adds about 5,500 local jobs in our area. It doesn't include the dealer, it doesn't include that. So there's a lot of folks there depending on what we're doing, what you all are doing, and of course, jobs and of course, making sure that the drivers are safe.

And if you can look at that, I think you see Toyota—if you can read that, Mr. Secretary, about 11 percent. And my question is, and I know you just got in a little over a year ago. But from the understanding over the past decade, what are we doing to respond to the recalls of other car makers in this particular graph? I mean, anything different than we are doing now?

Secretary LAHOOD. When we believe that there needs to be a recall, we notify the manufacturer and then the recall takes place. And, as I said, over the last 3 years, 23 million cars have been recalled and the vast majority of them have not been Toyota. I can't read that chart, Mr. Cuellar, but if you want to——

Mr. CUELLAR. Well, there is a company at 32 percent. This is from percentage of vehicles affected by safety recalls from 2001 to 2010, the last 10 years.

Secretary LAHOOD. OK.

Mr. CUELLAR. You have one company at 32 percent, another company at 17 percent, another company at 15 percent, and then you have others, a combination of other companies. And then you have Toyota at 11 percent.

Secretary LAHOOD. OK.

Mr. CUELLAR. This is, again, using NHTSA's recall data base from you all.

Secretary LAHOOD. Right.

Mr. CUELLAR. I say that, Members, just so we can look at the overall picture of what we are looking at, No. 1.

No. 2, I'm looking at your budget, Mr. Secretary, the fiscal year 2011. And you have been a legislator, and I guess I am asking your thoughts. Anything you think we ought to do in the budget to improve—I know it's your budget. I think I know what your answer is going to be. And, of course, any legislative responses that we ought to look at? And if you say budgets should stay that amount, no legislative changes, then what should we do differently to make sure that we protect our drivers and make sure we provide that safety and to make sure that car companies, in this case, Toyota, make sure that they respond as quickly as possible?

Secretary LAHOOD. Well, I think some of the things that Mr. Issa mentioned as far as information, we may want to work with all of you on our ability to get information worldwide. And, you know, we may have some thoughts on that.

With respect to our budget, we are grateful to the President for including 66 new positions. We can use those human resources and experts to help us do our work.

Mr. CUELLAR. Now, let me ask you this, Mr. Secretary. I understand that NHTSA took a trip to Japan to meet with top officials to press the seriousness of the safety issues. You noted that it was because of that trip that the actions were made because of the recalls. And I guess I have two questions.

What measures did you take before NHTSA made the trip to Japan to discuss the seriousness of these issues? No. 1. And then I have a followup question.

Secretary LAHOOD. We had several meetings with North America Toyota. And I want to stipulate that these are very professional, good people who take their jobs very seriously. And we met with them and talked with them several times about the issues that we felt were causing their vehicles to malfunction.

Mr. CUELLAR. Mr. Secretary, why travel to Japan? I mean, I know that there's a different hierarchy in the company, I understand that. But talking to Toyota USA, wouldn't that be sufficient?

Or was there a necessity? Apparently it looked like there was a necessity to travel to Japan.

Secretary LAHOOD. Mr. Lentz, the CEO of Toyota North America, stipulated yesterday at the hearing that he testified at that a lot of decisions are made in Japan. And when we determined that we needed to go to the people who were making the decisions so they understood that these are serious safety concerns and that we were going to take some pretty significant action, we wanted to go to the people that were making the decisions.

Mr. CUELLAR. Thank you, Mr. Secretary. Thank you, Mr. Chairman.

Chairman TOWNS. Thank you very much. The gentleman yields back. Mr. Jordan of Ohio.

Mr. JORDAN. Thank you, Mr. Chairman. Mr. Secretary, thank you for joining us today. I think there's three quick questions. Let me go first to this concern, I think, was raised earlier by my colleagues from Utah and Arizona about this idea that government majority owner in General Motors and Chrysler and yet also the regulator, the competitors of those two companies, are there or have you or has NHTSA put any specific safeguards, any specific protocols in place, again, just to ensure impartial treatment when you are evaluating recalls and complaints you receive from any car manufacturer? Do you know of, like, specific things you have done, specific protocols, specific safeguards that have been enacted?

Secretary LAHOOD. Have we put any safeguards in our relationship with companies other than Toyota? Is that what you are asking me?

Mr. JORDAN. I am just saying, just this perception that here we have the taxpayers, the majority owner of General Motors and—the government, the majority owner.

Secretary LAHOOD. So you are asking me just about those two companies then, any safeguards, GM or Chrysler. Right?

Mr. JORDAN. Exactly.

Secretary LAHOOD. We put no safeguards in. We don't have to. Safety is our No. 1 priority. When safety is our No. 1 priority, it's not going to be compromised by any kind of relationship we have with anybody. Never has been, never will be.

Mr. JORDAN. OK. Let me ask you along those same lines. In regarding specifically the Toyota recall situation, has anyone from General Motors contacted you about the Toyota recall situation?

Secretary LAHOOD. You know, I will have to check, but not that I know of. But, you know, since I am—I want to be accurate on these things and I know this information is important to you, and I will personally let you know. But I don't think so.

Mr. JORDAN. How about anyone from Chrysler?

Secretary LAHOOD. Not that I know of.

Mr. JORDAN. Anyone from the United Auto Workers?

Secretary LAHOOD. No, sir.

Mr. JORDAN. Has anyone, specifically Ron Bloom or anyone else from the Auto Task Force, contacted you regarding the Toyota recall situation?

Secretary LAHOOD. No, sir.

Mr. JORDAN. Last question then, Mr. Chairman. Earlier you said, Mr. Secretary, every Toyota car listed on the NHTSA recall Web site is unsafe. Is that just—is that statement accurate only about Toyota? Or does that mean any car listed from any company on a recall Web site list?

Secretary LAHOOD. Any car, any company on our Web site that is listed for recall should be taken to the dealer so it can be made safe.

Mr. JORDAN. OK. Let me go back, if I could, Mr. Chairman. Back to any contact. Do you know of anyone—I asked you if you have been contacted. Do you know if anyone from NHTSA has been contacted by General Motors, Chrysler?

Secretary LAHOOD. You know what, I'll have to get back to you for the record. We have lots of employees at NHTSA. There's no way I'd know that, but I will check it out and I will let you know.

Mr. JORDAN. I yield the remaining time to Mr. Issa.

Mr. ISSA. Mr. Secretary, this is within your scope even though it clearly is not something that anyone is going to say you could have taken care of immediately. But are you aware of any studies that show us, out of these 23 million recalls during that decade, how many cars got fixed? How many cars——

Secretary LAHOOD. I'll have to put that on the record for you. The 23 million is the last 3 years, not the decade.

Mr. ISSA. Of these 23 million, if you have or can get or can have a study done to let this committee know, out of 23 million cars that are unsafe—as Ralph Nader said, unsafe at any speed. But unsafe on the highway, there are 23 million cars. If, let's say, only 20 percent of them had their recalls applied—I don't think that's going to happen with Toyota, but it may happen with other less publicized recalls—then we have 90 percent of those 23 million unsafe and on the highway.

Would you commit to us to find out how effective recalls are, what percentage actually get applied, and, as a result, how many cars are unsafe, in your opinion, my opinion, I suspect the chairman's opinion, so that we can evaluate whether or not better advertising or better compliance needs to occur?

Secretary LAHOOD. Of course we will get you the information, Mr. Issa. But we are a little bit busy right now, too, so I hope you are not going to stipulate we do it within the next 24 or 48 hours.

Mr. ISSA. Of course not, Mr. Secretary. Although, if you need more resources, just ask.

Secretary LAHOOD. Our people are very busy. But of course, we will provide you the information.

Mr. ISSA. And, Mr. Chairman, just one piece of patience. I am presuming that all it takes to get this information would be to contact the top 11 manufacturers and ask them to provide it, since they have it and you said they give you what you ask for.

With that, I yield back to the gentleman.

Chairman TOWNS. The gentleman's time has expired. I now recognize the gentlewoman from California, Congresswoman Chu.

Ms. CHU. Secretary LaHood, congratulations on being confirmed as Secretary——

Secretary LAHOOD. Thank you.

Ms. CHU [continuing]. Of Transportation. I have a question about the pattern of behavior at NHTSA that may have occurred before you got there, and it leads one to wonder, NHTSA is supposed to be a watchdog, but has it instead become a lap dog. And, in fact, some people believe that NHTSA has become too dependent on the manufacturers that it regulates to cooperate with the agency and volunteer information about what might be going wrong with a particular vehicle. While NHTSA sends letters asking for this information, it rarely uses a subpoena, which would be far superior in that it would require a full and complete response under threat of criminal penalties.

Do you believe that NHTSA is aggressive enough in seeking information that it needs to keep the public safe?

Secretary LAHOOD. I believe that we have been very aggressive. And if we need to use subpoena, we will use it, but we have lots of enforcement mechanisms. And I would also stipulate that on my watch, we have been a lapdog for nobody. We have been a lapdog for the people who drive cars and want to do them safely. That's who we have been a lapdog for. Safety is our No. 1 priority.

I have been in this job since January 23, 2009. I am not a lapdog for anybody and none of our employees are, either. But we have good enforcement mechanisms, and we use them. And if we can't get the information, we have the opportunity to subpoena.

Ms. CHU. If I could followup. According to the testimony that is going to be provided later by former NHTSA administrator, the Agency imposed no penalties from 2004 to 2008, and the largest penalty that the agency has ever imposed is $1 million. The TREAD Act of 2000 now authorizes much higher penalties.

What would explain the lack of penalties that NHTSA has imposed in the last several years?

Secretary LAHOOD. I will have to get back to you for the record on that. That was prior to my stewardship of this agency. But I will put that on the record for you.

Ms. CHU. Thank you.

Secretary LAHOOD. Thank you.

Chairman TOWNS. Does the gentlewoman yield back?

Ms. CHU. Yes. I yield back.

Chairman TOWNS. I now recognize the gentleman from California for 5 minutes, Congressman Bilbray.

Mr. BILBRAY. Thank you. Mr. Secretary, first of all, congratulations. I am glad to see a fellow classmate serving the Nation in a different set. But I can't think of a better choice that the President could have made, and so I am glad to see you there.

Secretary LAHOOD. Thank you.

Mr. BILBRAY. I happen to drive one of these vehicles, hopefully, safely, and will correct whatever we need to. But in San Diego, we ended up having this incident where a Highway Patrolman driving his wife, his child, and his brother-in-law ended up basically dying because of the mat issue. When I look down those lists, I am wondering, though, from an observation from a distance, that could have the reputation of Toyota actually been a contributing factor in how this process was handled? Some may not know, but Toyota is ranked absolute top, second only maybe to Mercedes and Porsche, for satisfaction for reputation.

And I guess if you drive a Porsche you had darned well be happy for the vehicle if you paid for it. But is it possible that in this process the great reputation of dependability and safety that Toyota has created over the last 30 years created an inadvertent prejudice against more strict review because everybody always assumed in the last 20 years—and let me just stop and say 10 years from now—10 years ago, if you and I would have said we would be here talking about Toyota, most of us would have said you are crazy. Yugo maybe. You might have been talking about General Motors. But never would have thought talking about Toyota. Couldn't that inherent institutional prejudice—and I am not saying to the agency but to society as a whole. Could have we created a situation where maybe there wasn't as critical review up front on Toyota that might have been done if it was a Yugo or if it was General Motors?

Secretary LAHOOD. Well, not in my opinion, Mr. Bilbray. I have been in this job 13 months. I have worked with the people at NHTSA. They are a lot, almost all of them are career people. They take their jobs very seriously because it does involve safety. And I don't think that is the case.

Mr. BILBRAY. I appreciate that. In 2007, there was an investigation conducted about the mats. It appeared that investigation or the outcome of that investigation didn't reflect what we now believe should have been the proper observation. It wasn't until the deaths in my county and Darrell Issa's county that it really raised it, the concern last year when we had the crash, again, with the all—with the mats again showing up.

How do we have this investigation in 2007, review all of these models, pull back on a lot of models, and then still end up with a situation where, by 2009, people are dying on the streets of San Diego County?

Secretary LAHOOD. Well, it's obvious to us that, when that crash occurred, that highlighted again the floor mat problem that was determined to be what caused the accident and that was the issue. And we also looking back realize that people really weren't taking their cars in that had floor mat problems, and so we reengaged Toyota to ask for another mailing to their customers so that they could bring them in and have the floor mats replaced. And then that led to the investigation of the sticky pedal and the result of the determination that needed to be fixed also.

Mr. BILBRAY. In all fairness, Mr. Secretary, when we talk about the format issue, we're talking about the all-weather mat and we are talking about in this case, in San Diego's deaths, it was not an owner who didn't bring it in. This was actually a dealership vehicle that still had the mats in place. And so there seems to be a big disconnect between what we said we wanted done and what was actually done in the field.

And I think, in all fairness, this one shows that it wasn't just the fact that those of us who drive Toyotas didn't take the recall notice seriously. Frankly, it wasn't even—I wasn't even aware as a consumer that the all-weather was specifically targeted here until I as a member of this committee know that. Doesn't that tell you that we have a major gap between the way the system ought to work and the way it is actually working?

Secretary LAHOOD. I would admit that there is a disconnect sometimes between whether people get the information and whether they take it seriously and how it's disseminated. I think that is an issue. I agree with that.

Chairman TOWNS. The gentleman's time has expired. I now recognize the gentlewoman from California, Congresswoman Watson.

Ms. WATSON. Secretary LaHood, congratulations. I have enjoyed your straightforward responses.

Secretary LAHOOD. Thank you.

Ms. WATSON. And that's a serious commendation.

Secretary LAHOOD. Thank you.

Ms. WATSON. In response to consumer complaints that have come in as early as 2003, NHTSA launched the first of eight separate investigations into sudden unintended acceleration, and three of these investigations concluded that it was the floor mat. And I had the people from Toyota in my office yesterday and they showed me the floor mats and so on and so forth. Easy to fix, just shorten the floor mat and so on. What I am hearing through the media, it's really in the computer system.

Can you tell me what you have learned that might be helpful to us that we can relate to our constituents who have Toyotas?

Secretary LAHOOD. We are going to do a complete review of the electronics to determine if that is part of the reason that some of these vehicles accelerated or decelerated. We have heard from enough Members of Congress about this and we have heard from enough drivers of these vehicles that they think it's an issue, and we are going to look into it. And we are going to look at information that was provided yesterday to the Energy and Commerce Committee by people who have done some studies. We are going to look at some studies that Toyota has done and we are going to talk to experts about this.

Ms. WATSON. Thank you so much for that response, because I do think it bears looking into and I shared that with the Toyota people when they came. I said, you have to clarify this particular flaw that seems to be very prevalent. I have read that, in Mrs. Claybrook's prepared testimony, she stated that NHTSA statute should be changed to add criminal penalties for complaints—for companies who knowingly and willfully refuse to initiate a recall to correct safety defects. Do you agree with that?

Secretary LAHOOD. Ms. Watson, I really haven't thought enough about that to render an opinion. I have seen what Joan Claybrook has said about that and I'd rather not really venture a guess on that at the moment—or an opinion. Excuse me.

Ms. WATSON. So if we find it's necessary, would you work on a provision to——

Secretary LAHOOD. The information that we have requested from Toyota, which is voluminous, is a part of what we are trying to determine whether there should be some civil penalties.

Ms. WATSON. Thank you. And in your testimony, you described a lengthy process that must be undertaken for your agency to order recalls. As a result, consumers are offered protection and the fastest when manufacturers voluntarily initiate recalls. While some of the experiences with Toyota have fortunately been voluntary recalls because of the pressure applied by NHTSA, do you think the process for NHTSA to order recalls could be made more efficient? And I heard you say that if you had the employees, the money was there. So do you want to elaborate on that?

Secretary LAHOOD. I think we should always look at efficiencies. I think if there's a better way to do these things, I'm not opposed to doing that. And if people around here think that there's a better way to do it, we are willing to listen to them. But the system as it exists now I think has worked pretty well, but I am not opposed to doing something more efficiently.

Ms. WATSON. It's been reported that there has been some negotiations between Toyota and, I guess, NHTSA on whether or not the recall, the numbers of recalls should be capped and so on. Can you give us more information?

Secretary LAHOOD. Not on my watch, Ms. Watson. We have taken this work very seriously, and we do what we think is the best interest of the people that own these automobiles, particularly as it relates to safety.

Ms. WATSON. Well, I wish you well.

Secretary LAHOOD. Thank you.

Ms. WATSON. This is a turbulent time for your agency. I understand that.

I yield back my time, Mr. Chairman.

Chairman TOWNS. Thank you very much. I now recognize the gentleman from Virginia, Congressman Connolly.

Mr. CONNOLLY. Thank you, Mr. Chairman. And I know it's been a long day, Mr. Secretary. And I didn't have the privilege of serving with you here in the House, but I am so glad you are where you are. And I want to thank you for one of the first things you did as our new Secretary of Transportation was sign the full funding grant agreement for rail to Dulles. A very important project. Thank you so much for your leadership and your support on that.

I am going to ask you a series of questions that are in the category of what do we know and when did we know it. And I understand that most of those answers are probably going to precede your tenure, so I am asking you to the best of your knowledge, given your current position, what do we know and when did we know it.

To the best of your knowledge, Mr. Secretary, when did we first learn—we, the Federal Government, your agency NHTSA—first learn there was a problem that merited further examination with respect to the acceleration of those Toyota vehicles?

Secretary LAHOOD. Well, I will get you the exact year but it was a few years ago. For the record, I am going to—I want to be accurate about these things. You know, I just don't want to speculate. I could pour over my papers here and get you the answer, but I don't want to waste your time. It's better for me to just do it for the record.

Mr. CONNOLLY. That's fine. Mr. Secretary, do you know how many lawsuits have been filed with respect to the accelerator problem?

Secretary LAHOOD. I do not. But I will find out.

Mr. CONNOLLY. And when they were first filed. That would be very helpful.

Secretary LAHOOD. OK.

Mr. CONNOLLY. In the predecessor administration, NHTSA officials flew to Tokyo to meet with Toyota about this problem. Is that not correct?

Secretary LAHOOD. That was under my watch.

Mr. CONNOLLY. It was under your watch?

Secretary LAHOOD. Yes, it was. That occurred last year.

Mr. CONNOLLY. And can you describe for us the nature of those conversations?

Secretary LAHOOD. It was a very, very frank conversation about safety matters that we felt they needed to address, and they began to address them after that meeting occurred. I also had a telephone conversation personally with Mr. Toyoda and talked to him about the seriousness of the matter that we were addressing.

Mr. CONNOLLY. And could you characterize a little bit Toyoda's reaction to the seriousness?

Secretary LAHOOD. I think they realized that it was a serious situation, and that we were not going to countenance any kind of delay in really addressing it.

Mr. CONNOLLY. And do you feel that the company, from your perch, has, in fact, responded in a timely and effective——

Secretary LAHOOD. After our visit to Japan and after my phone call with Mr. Toyoda, yes.

Mr. CONNOLLY. One of the criticisms one has heard from consumers was that they were, in fact, lodging complaints with the company and were kind of being dismissed. And, in retrospect, do you believe Toyota could have or should have maybe taken those early warning consumer complaints more seriously? And, part two, might it have made a difference in terms of where we are today?

Secretary LAHOOD. I would really only be speculating on that. I just—I can only tell you about our involvement. And I think that maybe that is a better question for Mr. Toyoda.

Mr. CONNOLLY. NHTSA falls in your domain?

Secretary LAHOOD. Yes.

Mr. CONNOLLY. And as you have said multiple times in this hearing, safety is our No. 1 priority?

Secretary LAHOOD. Yes.

Mr. CONNOLLY. Presumably, the SOPs, the standard operating procedures, for NHTSA are that alarm bells go off when we learn about, even anecdotally, the acceleration—the involuntary acceleration of a vehicle, let alone anecdotal information that would suggest people have actually lost their lives because of it. We have to certainly, at least, look into it.

Secretary LAHOOD. Absolutely.

Mr. CONNOLLY. What grades would you give NHTSA in the past in responding with alacrity to those anecdotal reports, and what have we learned moving forward in the future to improve our performance?

Secretary LAHOOD. Under my watch, we have taken all of these things very seriously. We really have. This is no nonsense.

Mr. CONNOLLY. And the previous watch?

Secretary LAHOOD. Pardon me?

Mr. CONNOLLY. And the previous watch.

Secretary LAHOOD. Well, I mean, I will get back to you on the record on that. I mean, look, some things have taken place that maybe should have been done more expeditiously.

Chairman TOWNS. The gentleman's time has expired.

Mr. CONNOLLY. I thank the Chair and I thank the Secretary.

Chairman TOWNS. I now yield to the gentleman from Louisiana, Mr. Cao.

Mr. CAO. Mr. Secretary, actually I don't have any questions; I just have a statement.

Secretary LAHOOD. OK.

Mr. CAO. And just to sincerely thank you for everything that you have done for Louisiana, especially for the Second District. I know that you have worked very hard in your capacity as the Secretary to address all of the transportation issues of the country. But on behalf of my constituents, I just want to thank you for your visit and thank you for everything that you have done for us.

That is all I have. I appreciate that you have been under hours of questioning already.

Secretary LAHOOD. Thank you very much.

Chairman TOWNS. Mr. Secretary, you don't get that too much around here.

Secretary LAHOOD. I appreciate it.

Chairman TOWNS. Want you to know.

Secretary LAHOOD. I appreciate it when I hear it, Mr. Chairman.

Chairman TOWNS. I now yield to the gentlewoman from New York, Congresswoman Maloney.

Mrs. MALONEY. Thank you, Mr. Chairman. I first would like to welcome my colleague and very good friend, and thank him for his public service in the House of Representatives and now.

Secretary LAHOOD. Thank you.

Mrs. MALONEY. Now at Transportation.

I would like to ask a broad question: How did we get to this place? Toyota had a good reputation. Your department has a good reputation. Yet, the field technical reports from the company in Europe show that they knew about this problem and were reporting that there were problems a year ago. Why didn't they bring this to your attention? I am just saying I am reading from the field report. This is an internal document from Toyota.

This brings the number of reported cases in the FTR to 38. The customer has stated about this sticky deal and the problem with the acceleration. And so they knew about it in Europe, and yet why is it the communication did not work to get to you that this was a problem, to get to American dealers that this was a problem? Can you give an overall assessment of what went wrong and, therefore, give us a guide to what we need to do in the future for the safety of American citizens and all citizens?

Secretary LAHOOD. My assessment of this, Mrs. Maloney, is this: Two things, really.

I think the business model that Toyota has used where they have some really, really good professional, capable people in North America running the company without the kind of opportunity for decisionmaking, so then decisions are made in Japan. And I think the second part of it is—well, first of all, I don't know if that business model—I think it's failed them in this instance. And I think the other part of it is some people in Toyota—and I have said this before, this is not anything new—became a little safety deaf.

Mrs. MALONEY. And specifically how did the business model fail? They weren't communicating?

Secretary LAHOOD. No, it's not that they—the information was being passed, but then the decisions that I think and the outcomes that people wanted in North America weren't always complied with.

Mrs. MALONEY. Well, getting back to the sudden acceleration events. You testified that consumers, if they feel they have a problem, they go to their dealer and they correct it. And how do you know that it's been corrected? And how do you know that was the problem? Did you do any independent analysis or did anyone do any independent analysis of the problem and how to fix it? And how does a consumer know, once it has gone back to the company to be corrected, that it is, in fact, corrected?

Secretary LAHOOD. Well, we, as a part of our investigations, we asked the companies to fix the problem and present that information to us. And, again, we don't sign on the dotted line and say we agree or disagree. But if they believe, based on all the information we have presented them that they think this is the fix, then that process gets carried over to the customer. And in, I think, many instances, the fix has worked.

Mrs. MALONEY. Well, later on there will be a witness who was a former employee of your department or of Transportation, and she testifies that—from reading her testimony—that the NHTSA administrators did not accurately investigate the many problems. Now, this was before you took the helm. So the staff has literally shown us in preparing for this hearing that there were literally thousands of complaints of sudden unintended acceleration. Yet, it doesn't appear that any meaningful action was taken until the Saylor family crashed. And my question is, why did it take so long? Again, we are talking about complaints that, by some reports, started coming in in 2004.

Secretary LAHOOD. Well, we did work with Toyota on a fix on the floor mat and they put out a recall so that those floor mats could be removed. There's a recall on the sticky pedal, and those are up on the Web site. And if people take their cars in, Toyota will fix those. And so, you know, people have to be made aware of it either by notice or looking on the Web site or by concern or media reports or whatever. And not everyone has taken their car back, but we encourage people, if you are having a problem with your car, take it to your Toyota dealer.

Mrs. MALONEY. And since safety is our No. 1 concern, as you so properly stated, from your agency, have you considered asking your inspector general to audit or examine the prior investigations to determine if they were sufficiently robust? The staff reported to us that many of the investigations were very short, they weren't detailed, it wasn't a thorough investigation.

Secretary LAHOOD. I have not asked the inspector general to do that. He has been asked by Members of Congress to do some investigations, but not specifically on that issue.

Mrs. MALONEY. Well, my time has expired. Thank you very much for your testimony and your service.

Secretary LAHOOD. Thank you.

Chairman TOWNS. Thank the gentlewoman from New York. I now yield 5 minutes to the gentlewoman from Ohio, Ms. Kaptur.

Ms. KAPTUR. Thank you, Mr. Chairman. Welcome, Mr. Secretary. You certainly have gotten into a lot of issues in your 1-year tenure thus far.

Let me ask you, can you speak to the level of cooperation between Japan's counterpart of NHTSA and NHTSA? Is their safety agency open and forthcoming, in your opinion, or does it suffer from the same kind of cloaked and opaque character of that country's ministry of trade? Are they working with you and sharing data on this recall issue?

Secretary LAHOOD. I think, in some instances, yes.

Ms. KAPTUR. So you are saying they have been cooperative, in your tenure?

Secretary LAHOOD. Oh, during my tenure they have been cooperative. In some instances they have.

Ms. KAPTUR. But information regarding this acceleration pattern obviously wasn't shared by their ministry if they knew about it in Japan versus our country. Our country, according to the data we have gotten from the Energy and Commerce Committee, first got a time line in March 2004 that on the Camry, Solara, and Lexus 300 models, that NHTSA found no pattern. And then there seems to be a gap between 2004 and 2007 in our country, but in March 2007, NHTSA opened an investigation on the Lexus ES350 in which NHTSA then found entrapment of the accelerator pedal by floor mat as the sole cause of what happened. And then through 2007, 2008, there were more and more Toyota vehicles, until the point in January when Toyota suspended sales of eight different models.

And my question is, when all this was occurring in our country, was Japan's ministry sharing information with you about recalls prior to your tenure?

Secretary LAHOOD. I will have to check, Ms. Kaptur, and put it on the record and get back to you on that. I don't know the answer to that.

Ms. KAPTUR. One of the pieces of data I would like to place up on the boards here is the trade deficit the United States has amassed with Japan over the last 24 years in the area of automotive manufacturing, autos and auto parts. And one of the reasons that Toyota and some of the other companies have been able to gain a beachhead in global auto markets is that it operates from a very tightly protected home market even while it is the second largest marketplace in the world.

There's a chart that shows the trade deficits our country has amassed with Japan, totaling over $1 trillion, which translates into lost jobs in this country. Less than 3 percent of Japan's marketplace is open to cars from anywhere else in the world. They didn't even take Yugos and they certainly don't take our auto parts in any appreciable numbers. Yet, we have welcomed their cars here. Our dealers sell their cars, and that doesn't occur in that country. Imagine, the second largest marketplace in the world having less than 3 percent of their cars from anyplace else other than Japan, while our market over half the cars come from elsewhere or from transplants here.

And one of my questions of Mr. Toyoda, and I have a hunch he is listening, is, does this sort of predicament that the company now faces result from a rather attitude of market superiority resulting from the false confidence of a closed home market? In other words, you can afford to ignore some of what has happening because of this false confidence that comes from that kind of a very imbalanced situation? And I am quite concerned about this. I have been for a long, long time.

And my question to you, and I would appreciate for the record going back and seeing what kind of cooperation Japan's counterpart agency actually had with NHTSA? Were there sudden acceleration difficulties inside of Japan, to your knowledge, during this period?

Secretary LAHOOD. I will get you that for the record.

Ms. KAPTUR. Because I think that's really important, whether it's Canada, United States, what is happening inside Japan's market versus what is happening inside our marketplace, the European marketplace. This is a very, very unlevel playing field, and I am quite concerned about the fact—oh, and I wanted to ask you for one other piece of information for the record.

Inside of NHTSA, how many people from March 2004, which appears to be the first year in which some of these complaints started to come to NHTSA, how many people actually were involved in the assessment of what was happening inside of NHTSA? A staff of 10, 20, 50? What were their backgrounds? How long had they worked for NHTSA? And whom had they worked for before coming to NHTSA? Are you able to provide that information for the record?

Secretary LAHOOD. We will do the best we can.

Ms. KAPTUR. From your sense, how many people? Is there anybody from NHTSA there now that can tell us how large was the unit that assessed these recalls? How many people are we talking about?

Secretary LAHOOD. We want to be accurate about our information. We will get it for the record.

Chairman TOWNS. We will hold the record open for that information. The gentlewoman's time has expired.

Ms. KAPTUR. Thank you, Mr. Chairman.

Chairman TOWNS. I now recognize the gentleman from Missouri, Congressman Clay.

Mr. CLAY. Mr. Chairman, my staff has advised me that all of the questions that I wanted to ask have been asked, we have exhausted this issue with this witness, and I have no questions.

Chairman TOWNS. Thank you very much. According to the record, I think that everyone—has everyone had an opportunity?

Mr. TIERNEY. I would just yield to Mr. Cummings for one question.

Chairman TOWNS. Sure.

Mr. CUMMINGS. Just one thing. You said something that really—I am so glad I had a chance to ask this. Who was safety deaf? You said somebody was "safety deaf."

Secretary LAHOOD. Toyota.

Mr. CUMMINGS. Toyota was safety deaf. And then you said there was some kind of disconnect.

Secretary LAHOOD. Let me go back and tell you what I said.

Mr. CUMMINGS. Yeah, because I want to be clear about that; because when Mr. Toyoda—I'm going to ask him about what you are saying.

Secretary LAHOOD. Mrs. Maloney asked me to assess what I think went wrong here. And, two things: Toyota has an organization called North America Toyota. They have some great people there. They are very professional. They are good people. We work with them. They make recommendations to Japan. The decisions are made in Japan.

The reason that our acting administrator went to Japan was because he didn't think his message was getting to Japan, so he flew over there and met with the Toyota people and said, "look at, this is serious." "Lives are being lost."

Mr. CUMMINGS. And when was that?

Secretary LAHOOD. November, December last year.

Mr. CUMMINGS. OK.

Secretary LAHOOD. And right after that, they started taking action. So then I get on the phone with Mr. Toyoda and I said, this is a serious matter. This involves safety, it involves lives.

So my point is this: Their business model is they have a lot of good people in North America Toyota, but the decisions are made in Japan.

Mr. CUMMINGS. Got you. All right. Thank you.

Secretary LAHOOD. Is that it, Mr. Chairman? I was going to say what a joy. No. The gentlelady from California. Of course.

Chairman TOWNS. The gentlewoman from California, Congresswoman Speier.

Ms. SPEIER. Thank you, Mr. Secretary, for being here these many hours. I am going to try and be quick and to the point. I want to talk about the black boxes. If 80 percent of the cars already have black boxes and they help piece together what happens during the last 5 seconds of an accident, why not make them mandatory in all cars?

Secretary LAHOOD. It's a good point and it has been raised here earlier, and we are going to look at that. We really are. It's a good point. And if it is a way for us to really measure what happens, it's something we are going to look at.

Ms. SPEIER. Now, as I understand it, you can read the black boxes from some of our domestic manufacturers.

Secretary LAHOOD. That is correct.

Ms. SPEIER. But you cannot read the black boxes from Toyota because they are encrypted.

Secretary LAHOOD. That is correct.

Ms. SPEIER. So shouldn't we require that all black boxes be readable by NHTSA?

Secretary LAHOOD. Yes.

Ms. SPEIER. In order to—so you would support that?

Secretary LAHOOD. Yes.

Ms. SPEIER. All right. Have you had a chance to look at Joan Claybrook's EDL recommendations? And, if so, would you provide written responses?

Secretary LAHOOD. You mean her testimony here?

Ms. SPEIER. Yes.

Secretary LAHOOD. I have not read her testimony.

Ms. SPEIER. She also suggested your office needs about $100 million more in terms of support. Would you support that recommendation?

Secretary LAHOOD. We are very grateful that the President included 66 new positions in our budget for 2011.

Ms. SPEIER. How many software engineers do you have working within the Department?

Secretary LAHOOD. Software engineers? I would have to get—we have like—we have between 125, 130 engineers. I will get you the figure on the software.

Ms. SPEIER. And you will provide it to the committee?

Secretary LAHOOD. Of course.

Ms. SPEIER. Because what I have been told is while you do have many engineers, you don't have software engineers.

Secretary LAHOOD. We have electrical engineers. I know that was a point that people were a little confused about.

Ms. SPEIER. And if this has already been asked, I apologize. But it appears that the chip you need in the computer system in these vehicles to have a brake override is really the solution. Do you concur?

Secretary LAHOOD. Mr. Lentz said yesterday at the Energy and Commerce Committee that they were installing brake override in many of their vehicles.

Ms. SPEIER. I guess my question to you is, irrespective of what Toyota is doing, would you look at it to determine whether or not the requirement that the brake override be actually implemented and installed in more vehicles than Toyota?

Secretary LAHOOD. We will be happy to look at it.

Ms. SPEIER. And you will let the committee know as well?

Secretary LAHOOD. Yes.

Ms. SPEIER. Thank you. And I will yield back.

Chairman TOWNS. Thank you. And let me thank the Secretary for his time.

Secretary LAHOOD. What a joy, Mr. Chairman. Great to be back.

Chairman TOWNS. Thank you.

We are now going to have a 10-minute recess, and then come back for the second panel.

[Recess.]

Chairman TOWNS. I would like to introduce our second panel. Testifying on this panel is Mr. Akio Toyoda, president and CEO of Toyota Motor Corp.; and Mr. Yoshimi Inaba, president and CEO of Toyota Motor North America.

Gentlemen, it is the committee's longstanding policy that all witnesses are sworn in. Please stand and raise your right hands as I administer the oath.

[Witnesses sworn.]

Chairman TOWNS. Let the record reflect that the witnesses answered in the affirmative.

You may be seated.

Let me begin by first welcoming you. And I really appreciate the fact that you have come to testify and that, Mr. Toyoda, you actually volunteered to come and to testify. I want you to know we are very impressed by that. That shows your commitment, and of course to safety, as well. And we want you to know we appreciate the fact that you volunteered to come.

Mr. Inaba, we welcome you here, as well. And we have had conversations with you, you know, over the past few weeks and months.

So, at this time, we would ask you to—actually, we will give you additional time. We generally give 5 minutes, but, you know, being he is all the way from Japan, we will give him more time.

So, Mr. Toyoda, you may begin.

STATEMENTS OF AKIO TOYODA, PRESIDENT AND CEO, TOYOTA MOTOR CORP.; AND YOSHIMI INABA, PRESIDENT AND CEO, TOYOTA MOTOR NORTH AMERICA, INC.

STATEMENT OF AKIO TOYODA

Mr. TOYODA. Thank you, Chairman Towns. I am Akio Toyoda of Toyota Motor Corp.

I would first like to state that I love cars as much as anyone, and I love Toyota as much as anyone. I am here with my Toyota family of dealers, proud team members, and friends. I take the utmost pleasure in offering vehicles that our customers love, and I know that Toyota's 200,000 team members, dealers, and suppliers across America feel the same way.

However, in the past few months, our customers have started to feel uncertain about the safety of Toyota's vehicles, and I take full responsibility for that.

Today, I would like to explain to the American people, as well as our customers in the United States and around the world, how seriously Toyota takes the quality and safety of its vehicles. I would like to express my appreciation to Chairman Towns and Ranking Member Issa, as well as the members of the House Oversight and Government Reform Committee, for giving me this opportunity to express my thoughts today.

I would like to focus my comments on three topics: Toyota's basic philosophy regarding quality control, the cause of the recalls, and how we will manage quality control going forward.

First, I want to discuss the philosophy of Toyota's quality control. I, myself, as well as Toyota, am not perfect. At times, we do find defects. But in such situations, we always stop, strive to understand the problem, and make changes to improve further.

In the name of the company, its longstanding tradition and pride, we never run away from our problems or pretend we don't notice them. By making continuous improvements, we aim to continue offering even better products for society. That is the core value we have kept closest to our hearts since the founding days of the company.

At Toyota, we believe the key to making quality products is to develop quality people. Each employee thinks about what he or she should do, continuously making improvements, and by doing so, makes even better cars. We have been actively engaged in developing people who share and can execute on this core value.

It has been over 50 years since we began selling in this great country and over 25 years since we started production here. And in the process, we have been able to share this core value with the

200,000 people at Toyota operations, dealers, and suppliers in this country. That is what I am most proud of.

Second, I would like to discuss what caused the recall issues we are facing now. Toyota has, for the past few years, been expanding its business rapidly. Quite frankly, I fear the pace at which we have grown may have been too quick.

I would like to point out here that Toyota's priorities have traditionally been the following: first, safety; second, quality; third, volume. These priorities became confused. And we were not able to stop, think, and make improvements as much as we were able to before, and our basic stance to listen to our customers' voices to make better products has weakened somewhat.

We pursued growth over the speed at which we were able to develop our people and our organization, and we should sincerely be mindful of that. I regret that this has resulted in the safety issues described in the recalls we face today, and I am deeply sorry for any accidents that Toyota drivers have experienced.

Especially, I would like to extend my condolences to the members of the Saylor family for the accident in San Diego. I would like to send my prayers again, and I will do everything in my power to ensure that such a tragedy never happens again.

Since last June, when I first took office, I have personally placed the highest priority on improving quality over quantity, and I have shared that direction with our stakeholders. As you well know, I am the grandson of the founder, and all the Toyota vehicles bear my name. For me, when the cars are damaged, it is as though I am, as well.

I, more than anyone, wish for Toyota's cars to be safe and for our customers to feel safe when they use our vehicles. Under my leadership, I would like to reaffirm our values of placing safety and quality the highest on our list of priorities, which we have held to firmly from the time we were founded. I will also strive to devise a system in which we can surely execute what we value.

Third, I would like to discuss how we plan to manage quality control as we go forward. Up to now, any decisions on conducting recalls have been made by the Customer Quality Engineering Division at Toyota Motor Corp. in Japan. This division confirms whether there are technical problems and makes a decision on the necessity of a recall. However, reflecting on the issues today, what we lacked was the customer perspective.

To make improvements on this, we will make the following changes to the recall decisionmaking process. When recall decisions are made, a step will be added in the process to ensure that management will make a responsible decision from the perspective of "customer safety first." To do that, we will devise a system in which customers' voices around the world will reach our management in a timely manner and also a system in which each region will be able to make a decision as necessary.

Further, we will form a quality advisory group composed of respected outside experts from North America and around the world to ensure that we do not make a misguided decision. Finally, we will invest heavily in quality in the United States through the establishment of an automotive center of quality excellence; the introduction of a new position, product safety executive; and the sharing of more information and responsibility within the company for product quality decisions, including defects and recalls.

Even more importantly, I will ensure that members of the management team actually drive the cars and that they check for themselves where the problem lies, as well as its severity. I, myself, am a trained test driver. As a professional, I am able to check a problem in a car and can then understand how severe the safety concern is in a car.

I drove the vehicles in the accelerator pedal recall as well as the Prius, comparing the vehicles before and after the remedy in various environmental settings. I believe that only by examining the problems onsite can one make decisions from the customer perspective. One cannot rely on reports or data in a meeting room.

Through the measures I have just discussed and with whatever results we obtain from the investigation we are conducting in cooperation with NHTSA, I intend to further improve on the quality of Toyota vehicles and fulfill our principle of putting the customer first.

My name is on every car. You have my personal commitment that Toyota will work vigorously and unceasingly to restore the trust of our customers.

Thank you.

[The prepared statement of Mr. Toyoda follows:]

PREPARED TESTIMONY OF

AKIO TOYODA

PRESIDENT, TOYOTA MOTOR CORPORATION

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

FEBRUARY 24, 2010

Thank you Chairman Towns.

I am Akio Toyoda of Toyota Motor Corporation. I would first like to state that I love cars as much as anyone, and I love Toyota as much as anyone. I take the utmost pleasure in offering vehicles that our customers love, and I know that Toyota's 200,000 team members, dealers, and suppliers across America feel the same way. However, in the past few months, our customers have started to feel uncertain about the safety of Toyota's vehicles, and I take full responsibility for that. Today, I would like to explain to the American people, as well as our customers in the U.S. and around the world, how seriously Toyota takes the quality and safety of its vehicles. I would like to express my appreciation to Chairman Towns and Ranking Member Issa, as well as the members of the House Oversight and Government Reform Committee, for giving me this opportunity to express my thoughts today.

I would like to focus my comments on three topics – Toyota's basic philosophy regarding quality control, the cause of the recalls, and how we will manage quality control going forward.

First, I want to discuss the philosophy of Toyota's quality control. I myself, as well as Toyota, am not perfect. At times, we do find defects. But in such situations, we always stop, strive to understand the problem, and make changes to improve further. In the name of the company, its long-standing tradition and pride, we never run away from our problems or pretend we don't notice them. By making continuous improvements, we aim to continue offering even better products for society. That is the core value we have kept closest to our hearts since the founding days of the company.

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My name is on every car. You have my personal commitment that Toyota will work vigorously and unceasingly to restore the trust of our customers.

Thank you.

Chairman TOWNS. Thank you very much, Mr. Toyoda.
Mr. Inaba.

STATEMENT OF YOSHIMI INABA

Mr. INABA. Chairman Towns, Ranking Member Issa, members of the committee, thank you for inviting me to testify today. My name is Yoshimi Inaba, and I am the president and COO of Toyota Motor North America and chairman and CEO of Toyota Motor Sales USA.

As you heard today from the Toyota president, Akio Toyoda, and as the Subcommittee on Oversight and Investigations heard yesterday from Jim Lentz, president and chief operating officer of Toyota Motor Sales USA, Toyota is taking decisive steps to restore the trust of the tens of millions of Americans who purchase and drive our vehicles.

Our 172,000 team members and dealers across America are making extraordinary efforts to complete our current recalls as quickly and conveniently as possible. We have rigorously tested our solutions and are confident that, with these repairs, Toyota vehicles will remain among the safest on the road today.

We are also going further, by installing advanced brake override systems in all of our new North American vehicles before the end of 2010 and in an expanded range of existing models as a customer confidence measure, and taking comprehensive steps to ensure strict quality control and increased responsiveness to our customers and regulators in the future.

As you have heard, Mr. Toyoda is leading a top-to-bottom review of our global quality control processes and will seek input from independent safety experts to ensure that our processes meet or exceed industry standards.

As head of Toyota's North American operations, I will be closely involved in this review. Working with our new chief quality officer for North America, I also will take responsibility for ensuring that we improve our dialog with U.S. safety regulators and that we take prompt action on any issues we identify to ensure the safety of American drivers.

In inviting me to testify today, the committee asked me to address several issues with regard to our recent recalls. Let me summarize my answers here: Our recent recalls address five separate issues that we have identified with certain Toyota vehicles. In total, some 5.3 million vehicles across 14 models are affected by one or more of these recalls in the United States.

The biggest recalls are for solutions our engineers have developed with regard to two specific mechanical causes of unintended acceleration. One involves all-weather or inappropriate accessory floor mats that, when loose or improperly fitted, can entrap the accelerator pedal. The other concerns accelerator pedals that can, over time, grow sticky with wear in rare instances. The solutions we have developed for both of these issues are effective and durable.

With respect to possible accelerator pedal entrapment by the floor mats, Toyota recently designed a vehicle-based change that directly addresses the problem and announced the solution to the public in November 2009 as part of the safety campaign announced on September 29, 2009. Owners of affected vehicles can, in the meantime, drive safely by ensuring that they use only properly secured, appropriate floor mats.

With respect to sticking accelerator pedals, Toyota announced a safety recall in the United States in January to address this issue. The sticking condition does not occur suddenly, and if it does, the vehicle can be controlled with firm and steady application of the brakes.

We are confident that vehicles whose drivers are not experiencing any issues with their accelerator pedal are safe to drive, and Toyota dealers are rapidly completing the repairs on our customers' vehicles.

In both these cases, Toyota thoroughly and carefully evaluated the technical aspect of these issues. However, we now understand that we must think more from a customer-first perspective rather than a technical perspective in investigating complaints and that we must communicate faster, better, and more effectively with our customers and our regulators.

Our recent, smaller, voluntary recalls of certain 2010 Prius and Lexus HS hybrids for a software update to the braking system, certain 2010 Camry cars to inspect a power-steering hose, and certain 2010 Tacoma trucks to inspect the front drive shaft all illustrate this new approach.

Chairman Towns, Ranking Member Issa, and members of the committee, I assure you that nothing matters more to Toyota than the safety and reliability of the vehicles our customers drive. We are committed not only to fixing vehicles on the road and ensuring they are safe, but to making our new vehicles better and even more reliable through a redoubled focus on putting our customers first.

Thank you.

[The prepared statement of Mr. Inaba follows:]

PREPARED TESTIMONY OF

YOSHIMI INABA

PRESIDENT AND COO, TOYOTA MOTOR NORTH AMERICA (TMA) AND CHAIRMAN AND CEO OF TOYOTA MOTOR SALES

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

FEBRUARY 24, 2010

Chairman Towns, Ranking Member Issa, members of the Committee, thank you for inviting me to testify today. My name is Yoshimi Inaba, and I am the President and COO of Toyota Motor North America and Chairman and CEO of Toyota Motor Sales, U.S.A., Inc.

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Thank you.

Chairman TOWNS. Thank you very much.

And let me thank both of you for your testimony.

Let me begin by saying, have you told NHTSA everything you know about sudden acceleration problems? Have you told NHTSA?

[NOTE.—Mr. Toyoda's replies were delivered through an interpreter.]

Mr. TOYODA. According to my understanding, we fully shared the information we have with the authorities.

Mr. INABA. Our Washington office has been always in touch with NHTSA, and we are fully cooperating with NHTSA in any information they require.

Chairman TOWNS. Has Toyota disclosed all information about other potential safety defects with your vehicles to the regulators? Have you done that?

Mr. TOYODA. I do not know the specifics. However, as I mentioned earlier, I do understand that all the information we have are shared with the authorities.

Chairman TOWNS. Let me ask this question. Today, Attorney General Andrew Cuomo of New York announced an agreement with Toyota, and this agreement provides that if a customer might be afraid to drive his or her car subject to a recall, the dealer will pick up their cars, fix them, and return them to the customers. Now, the customer will then be reimbursed for any taxi or rental car expenses that they might incur.

Will you commit to doing this for customers nationwide?

If you want me to repeat it, I would be delighted to do so.

Mr. INABA. Mr. Chairman, let me address that question because I am local here.

Chairman TOWNS. I would be delighted.

Mr. INABA. Yes. I heard a number of instances that when this recall news came out, I think a number of customers were very afraid. And our dealers are fully behind it, and dealers took care of customers very well. In many instances, dealers went to pick up their cars and then also gave them a Toyota rental car for the time they were out.

And this recall process is rigorously going on. I think there is a good understanding now on the part of the customers that the cars are being fixed well, and they are confident about that.

Chairman TOWNS. But I guess my question is, are you just doing this in New York, or is this something that you are going to do nationwide?

Mr. INABA. No, this is happening all over the world—I mean, all over the Nation, nationwide, yes.

Chairman TOWNS. OK. So I just wanted to make certain, you know, we have that understanding, because I understand it is going on in New York.

And the last question that I have for you is, Mr. Toyoda, you have offered a brake override feature for some recalled vehicles. Why haven't you offered that feature for all Toyota vehicles?

Mr. TOYODA. Allow me to explain the situation a little bit.

The factors contributing to the unexpected acceleration I believe can be roughly classified into four categories: first, problem with electronic throttle system; second, the way in which a car is used or misusage of the car; third, the structural aspect of the vehicle;

and fourth, the structural aspect of the parts used in the vehicle. So these, I understand, are four major factors contributing to unexpected acceleration.

And of that, the electronic throttle control system is designed based upon the concept of safety first. And, therefore, whenever there is any abnormality or anomaly there in the system, the fuel supply to the system is cutoff. And even under very rigorous testing conducted internally or by NHTSA, no problem and malfunction was identified. And, therefore, I am absolutely confident that there is no problem with the design of the ETC system.

However, placing emphasis upon the fact that customers do have concern as to the possibility of unexpected acceleration which may result from the remaining three reasons, in order to offer extra measure of confidence, as the chairman has just mentioned, we decided to add the brake override system.

Chairman TOWNS. Is that a yes or no? I mean, that is what I am trying to get to. Is it a yes or a no? Because I am on Congressman Issa's time.

I yield to Congressman Issa, but I am trying to find out, is that a yes or a no?

Mr. INABA. Let me address in a different perspective.

Just for the record, we are putting a brake override system on all the models for North America coming off the line by the end of this year.

And now probably your question is retroactively, what about the existing models? We have already announced Camry, Avalon, and then ES 300, and then IS; those are already included as an additional measure when we do recalls.

And now we have recently announced Tacoma, which has a very high complaint rate, and then added to Venza and Sequoia. This covers probably, if my recollection is correct, 72 percent of the recall population. And any older one, technically it is not possible. And, therefore, we think we have covered.

But we do not, you know, stop it there. We carefully monitor the situation. By the next year, with this new model, with BOS coming in, with these retroactive actions, I think we will be quite sure that it will be very much lower than the industry average.

Chairman TOWNS. I yield to the gentleman from California.

Mr. ISSA. Thank you, Mr. Chairman.

And the chairman has proven that he can ask a question so complex as to even be difficult for people of your great knowledge, and it doesn't surprise me.

Let me ask in a different way the same question, so that we all on the dais have clarity. And, Mr. Inaba, I will put this one to you.

Isn't it true, in order to use an advanced brake override system like this, your cars depend on electronic systems? They depend on microprocessors, and they depend on engine control modules that can actually simultaneously reduce fuel when sensing through the data bus that the brake has been pushed. Isn't that correct?

Mr. INABA. You are much better technically savvy than I am. I believe so.

Mr. ISSA. So I think, for all of us here who are concerned, of course, about fail safe and acceleration caused by electronics, I think—I am asking you, isn't it fair to say that, although electronics could at times be a problem—and your people have not eliminated that—the solution is, in fact, electronics, in this case, and that is what is going to give the higher level of safety?

Mr. INABA. Well, I can only say that this is an added measure to customer confidence. And, of course, I do not mean to say it solves all the problems.

Mr. ISSA. Yes. And I understand that in the earlier testimony there were some discrepancies, perhaps, between how Secretary LaHood would explain certain technical occurrences and how you would. Is that correct, that you would like to be able to correct the record on some areas of Secretary LaHood's testimony?

Mr. INABA. I am not quite understanding what specific comments you are referring to.

Mr. ISSA. Well, I guess I would welcome that, if you would like to, we would offer you the opportunity to submit for the record any technical corrections in what Secretary LaHood's questions and answers were during the earlier testimony.

Mr. INABA. Well, we would be glad to for the record.

Mr. ISSA. Thank you.

And then I would ask that we put up the unintended acceleration exhibit that I showed earlier.

And I put this up for both of you because, in your current advertisement on TV, you said something which I thought was extremely profound and a high goal. You said that good companies fix their mistakes and great companies learn from them.

In the case of the unintended acceleration, in 2007 there was a problem in the United States for which the floor mats were changed. There was a problem in Japan with a different model but similar in floor pedal in which the Toyota pedal itself was shortened. And now, in the case of all of these models, there is an electronic upgrade, additionally, to prevent an accident like we had in 2009.

Would that be the outcome today, the outcome of the recall, including the electronics upgrade to advanced brake override, is that the type of "learn from your mistake" that we can expect in the future on any problem that develops?

Mr. TOYODA. I do not know this situation you refer to about 2007. But, generally speaking, whenever a problem occurs, Toyota addresses those problems in the most sincere manner and attitude.

Mr. INABA. May I make a comment?

Mr. ISSA. Yes, please.

Mr. INABA. I came to know Japan's problem, to be shameful, only in the previous hearing you mentioned. And that was the very first time I ever heard. And, therefore, let me look into that, if it is correct or not.

But at the same time, I think we are the company that we learn great lessons, for me, from this instance, and we try to do more. So, you know, we are committed that we try to remain a great company, not just a good company. So I think we have a full commitment of our president, and then he has just said—and we have many, many measures already taking place. I don't want to go——

Mr. ISSA. No, I appreciate that. And I have a copy of the documents that you have provided to us concerning the Toyota Blade, which is the Japanese-only vehicle. And we will deliver that to you for your further update.

My second and only other question: Secretary LaHood talked about wanting to but not necessarily having the transparency of worldwide sales and problems. Will you agree, Mr. Toyoda, to be the company that leads by providing the U.S. NHTSA with full transparency of your worldwide observations and help set a model for all the major companies here in the United States?

Mr. TOYODA. To that question, I clearly say yes.

In the past cases of recall or problem solutions, in making decisions we based our decision on two issues: the technical consideration and, also, whether or not the regulations and statutes in different parts of the world are complied with. And, in that sense, going forward, we intend to exchange and share information more timely throughout the world. And we are now setting up the system for that purpose.

And for that specific purpose, we are going to establish the special committee on global quality, which I personally will be heading. And the very first meeting of that will be held on March 30th. And, for that purpose, we are now setting up the structure where the United States and other parts of the world will be represented in the meeting on that special committee for global quality. And we are now introducing this system so that we really face up to this problem openly and transparently.

Mr. ISSA. Thank you.

And thank you, Mr. Chairman, for your indulgence.

Chairman TOWNS. I recognize the gentleman from Pennsylvania, Mr. Kanjorski.

Mr. KANJORSKI. Thank you very much, Mr. Chairman.

Gentlemen, welcome to the United States.

I have to compliment you, Mr. Toyoda, for deciding to come here and testify. Actually, it is quite a unique experience, in terms of you will be able to brag about the fact that you withstood the interrogation of a congressional committee. That is a badge of courage in the United States.

But if you had heard any of the examiner's questions of the Secretary, and I think now of yourselves, we are a little disturbed about some things, and I am too, although I am very sympathetic to the fact that we want to encourage international business and we want to certainly open our markets to your manufacturing from Japan or your ownership of manufacturing facilities in the United States.

But I thought I heard this morning the Secretary say that you had a problem in Japan that was detected in 2007, and then subsequently the same problem was detected in Europe, but there was no communication of that problem or the prospect of that problem being contained in American-manufactured automobiles or your products being sold in the American market.

If that impression that I have is true, that is very troubling to me. I would like you, as best you can—and I understand the difference in language—to explain whether or not you are giving the American automobile purchaser, your customer, and the American market the same level of attention that you give to the Japanese market or the European market. And if you didn't in the past, what are you going to do to make sure that difference doesn't occur in the future?

We can't afford to have a lag of a year or 2 years of finding out something that is defective in an automobile. I suspect the stock price is reflecting that to you, that it can be very costly. I hope it doesn't destroy a great deal of the equity of your company, and I hope you can move on and move beyond this question.

But I want to hear in my own mind that there hasn't been this difference between the home market and the American market or the home market and the European market or your experiences in the home market and the European market and the ignoring of the American market and the American customer, if I may.

Mr. TOYODA. We provide the same services with the same degree of care to the customers not only in the United States but customers the world over. However, as the Congressman has just pointed out, our speed of expansion outpaced our development and training of our people working for us. And right now I am fully aware of that.

In July last year I became president, and since then I appointed executive vice presidents responsible for each region of the world. And by doing so, we established a system where information on different regions can come into the head office and be captured in a more timely manner.

And, on top of that, specifically about this quality issue that we are faced with at the moment, with respect to concerns of the customers or customers' voices before they are expressed in terms of a complaint, we are going to capture those, so that information be conveyed to the head office in a timely manner. And we are putting in place a system to enable us to do that.

Mr. INABA. Let me address, if I may, specific issues of defect information sharing, which was also Ranking Member Issa's question.

I think we should have done a better job in sharing those cross-regional defect information——

Mr. KANJORSKI. What have you determined was the cause that you didn't? Was it a culture? Is it psychology? Was it something that happened in the communications breakdown? It just seems absolutely——

Mr. INABA. When you go into a certain data base, you can find it. But it is not—I must say, I don't know very well, but positively shared.

Now, going forward, what we are going to do is, one of the things I would like to report to you is we are making now one American, we call, product safety executive. It is a part of recall decision-making as part of the global committee headed by one Japanese, one American, and maybe later added from other regions like Europe and China. And then, in that, all the information is shared there so we can evaluate and know what is going on in other parts of the world in more transparent ways. So this is the change that we are making, you know, now.

Mr. KANJORSKI. Let me ask you just a side question. Does Japan have a tort system similar to the United States, where a suit can be brought for damages by these injuries and loss of life?

Mr. TOYODA. I believe we do.

Mr. KANJORSKI. All right. We have a little bit of a contest, sometimes, going on in the United States; we call it tort reform. And it is an argument that my friends on the other side very often use in the medical argument field. If you had tort reform and you just allowed some people to die or get severely injured without recovery, that would correct things.

I think you are making the best argument in the world that I have ever heard of why we should have the present tort system. And I hope you recognize what kind of payment for the injuries and the damages suffered by innocent American citizens who, like myself, have grown up in an atmosphere that we had a great deal of faith in something that was stamped "Made in Japan," that it was of the highest reliability. And you have injured that thought process in the American public. And you will be called upon, under our system, to pay compensation for that.

I yield back.

Chairman TOWNS. I now yield to the gentleman from Indiana on that note.

Mr. BURTON. Let me just preface my remarks by saying we really need tort reform.

Mr. KANJORSKI. We should just forgive these companies and let them kill our people, right?

Mr. BURTON. Never mind. We just have a difference of opinion.

First of all, let me thank you both for being here. I think it is very good that you came. It shows real concern on the part of Toyota.

And I also want to compliment Toyota dealers around the country. I went to a couple of Toyota dealers this last week to take a look at what is going on. And they are working day and night to correct these mistakes. And so, to your Toyota dealers, I want to say thank you for working so hard to correct these problems.

Now, having said that, first of all, I have a case here that took place in 1997. I don't want to go into all the details on it, but a woman was injured in an automobile accident involving a Toyota. She lost both legs. And I would like for you to review that, and if you wouldn't mind giving me a response. Would you do that for me?

Mr. INABA. Yes, sir.

Mr. BURTON. OK. I will have my staff give this to you so that we can talk about that.

The second thing I want to do is—I don't understand this. I went to the Toyota dealer, and this is the floor pedal mechanism that is used in Japan and in some cars here in America. This is one that is manufactured by CTS here in the United States, and they have done a good job on this. This pedal here has been involved in the accidents, I believe, that have caused the fatalities. This one here, there has been sticking and they have been putting a shim in there, a little metal piece in, to correct that.

And my question is, why the difference? These are going in the same model car, and why do they have different specifications? Because this one here has caused the problems that has created the deaths, and this one here has some sticking problems which have been corrected, but it is different.

And so, when you are manufacturing the same car, why is it that they don't meet the same exact specifications? It seems to me that would be easier to correct than having one that is made one way and one that is made another way.

Mr. TOYODA. As the Congressman already knows, a car consists of some 20,000 to 30,000 parts. And I would like you to, first of all, know that we work together with the suppliers in designing those parts.

Mr. BURTON. If I might interrupt, I understand that you work with the suppliers, but the designs are different. This one here has a different mechanism here on the bottom than this one. And I am just wondering why, if it is the same model car, there is a difference?

Mr. TOYODA. Some parts are designed by our suppliers, with Toyota approving that. And, in other cases, Toyota's own engineers design those parts. So there are two approaches used.

In the case of this specific pedal, the suppliers designed the pedal and Toyota approved that. And, in both cases, we were able to identify two excellent suppliers whose parts were worthy of us to use in the United States and Japan. And, therefore, those two parts designed by our suppliers were used in this pedal.

And, on top of that, it is our philosophy to grow together with our suppliers. And, in that sense, rather than placing orders with one single supplier, we source the same parts from multiple suppliers. That is to say, when there are suppliers that can supply parts that perform the same function, we do that. And this is another point I would appreciate your understanding.

Mr. BURTON. No, if I might real quickly just say I understand, but when there is a problem of this magnitude, where people have been killed because of a part, and there is another part that didn't result in fatalities but there was a sticking, it seems to me it would be easier to correct the problem if there was more consistency in the two parts.

Chairman TOWNS. Thank you very much. And the gentleman's time has expired.

I now recognize the gentleman from Maryland, Congressman Cummings.

Mr. CUMMINGS. Thank you very much, Mr. Chairman.

I want to thank both of you for being with us this afternoon.

And to Mr. Toyoda, I have read your testimony and I have listened to it, and I can appreciate you saying and meaning that you are sorry.

The problem is that it is one thing to say you are sorry; it is another thing when it seems as if, time after time, there are pronouncements that problems are being addressed and, over and over again, they seem like they are not being addressed: 2007, a fatal crash involving a Camry because, allegedly, of floor mats, a person was killed. And we can't get away from these facts. September 2007, you then—55,000 cars were recalled. And I know this was before your presidency. August 2009, California fatal crash, four people were killed, the Saylor family. September 2009, 4.2 million cars recalled. And we can go on and on.

And then just yesterday, Mr. James Lentz III said something that was very interesting. And basically what he said was that, even with the sticky pedal and the floor mat problem, that this may not account for all of the problems. And he implied that maybe there were some electronic problems taking place.

The question becomes, at what point do—and I know also you want to regain the trust of your customer base, but that trust is hard to establish, or re-establish, when they see over and over again these kinds of situations, and they say, "Well, why should we believe that things are going to get better?"

And I know that there have been Members on this dais who have said that they have some good things that Toyota has done, but I have people in my district who, by the way, are saying that they call and they have to wait to get their cars repaired, but at the same time they have to take the children to the babysitter, they have to go and do their marketing. I mean, these are just practical things that are happening.

So I am just asking you, how do you say to your customers, the people who take their hard-earned dollars in a tough economic time and spend them on a Toyota vehicle, how do you say to them that we can trust you now, when—and I say this most respectfully—when it seems as if there is no end to this series of promises, promises that seem to come short of reaching the goal of safety?

Mr. TOYODA. I sincerely regret that some people actually encountered accidents in Toyota vehicles. As I mentioned earlier, with respect to the electronic throttle control system, the system itself has been designed based upon the philosophy of safety first. And, therefore, whenever any abnormality or anomaly is detected, fuel supply is instantly cutoff.

That notwithstanding, accidents actually happened. And, therefore, I instructed that every effort be made thoroughly to reproduce and duplicate the accidents. And up until yesterday, those duplication tests have been repeated and conducted. However, no malfunction or problems were identified based upon the tests conducted internally within Toyota.

And, therefore, based upon such thorough examination and testing conducted within Toyota, I have been saying that I have no question with respect to the integrity of our ETC system.

And, therefore, in cooperation with the authorities' consent, we already announced that we are going to thoroughly examine and investigate the outcome and data, recording event, data recorder. And the findings will be made public and disclosed in a prompt and timely manner, and changes will be made in a very transparent manner so that be assured going forward.

Chairman TOWNS. Thank you very much.

And I yield 5 minutes to the gentleman from Florida, Mr. Mica.

Mr. MICA. First of all, Mr. Chairman, I would like to request unanimous consent to include in the record the specific information on the administration's proposed 2011 budget request which cut National Highway Transportation Safety Administration's Vehicle Research Program and also further reduced the amount for vehicle safety research in the budget. I didn't have this further. If that could be inserted also in—the budget information in the record appropriate to my previous questioning of the Secretary. Without objection?

Chairman TOWNS. I will review it, and we will reserve the right to reject.

Mr. MICA. Again. OK. I will proceed.

This is indeed a very embarrassing day for the U.S. National Highway Safety Transportation Administration. It is equally a very embarrassing day for Toyota, to have the son of the founder of Toyota here as the chief officer to come before the U.S. Congress.

I am embarrassed for you, sir. I am embarrassed for my dealers that I have talked to. I am embarrassed for thousands of people, hardworking Americans who work in I guess over 10 plants across the United States. I thought, actually, I thought we were doing pretty good because Toyota was taking quite a hit. And I will put in the record later on your safety record and some of the things you have done positively, information that I got, until I was shaving the other day and heard the news of the memo that was prepared by a gentleman, whom I didn't even know his name, bring over a copy of the July 6th Inaba memo. I hadn't read this actually, the details of it today.

Mr. Inaba, this is one of the most embarrassing documents I have ever seen. In your preparation of this, you embarrassed all the people I represent, those hardworking people across this country.

This is absolutely appalling, sir, that you would identify—and I know you were on the job only a few days—but key safety issues, and identify as one of them, on page 14 of the document you prepared, you identified the problem of the safety issue with regard to these pedals. Then, on page 16, "Wins for Toyota Safety Group?" How could you possibly put in writing this and list as wins for Toyota? Particularly under the defects entry, and negotiated equipment recall on Camry ES, SA saved a hundred million with no defects found? I think you have done a great injustice, sir, in this. I don't know if it was—it is not a rookie mistake. Obviously you have been with the company.

But to prepare this document, to undermine the good working people and the reputation. Toyota has an outstanding reputation and actually has had a great safety record. But this discredits everyone.

How would you respond, sir?

Mr. INABA. Yes, sir. First, let me get the facts straight. This is the only few days after my arrival to the company. And then——

Mr. MICA. Had you been with Toyota before?

Mr. INABA. Yes, sir.

Mr. MICA. How long?

Mr. INABA. Forty years in total, sir.

But this is after 3 years away from Toyota. I also first became the president of Toyota Motor North America, and then I visited one of a few days to Washington office. I had no idea what the company was. And that's why our staff wanted to give me an orientation material.

Mr. MICA. I was stunned to find your name on the front page.

Mr. INABA. Addressed to me.

Mr. MICA. I did not know that until today.

Mr. INABA. And the point is that I was in the middle of orientation tour.

Yes. I didn't make it really clear. My name is on it. It is presented to me; not me made it. That is all I want——

Mr. MICA. But you were aware of this. Again, this is information you had and your company prepared. If, in the future, any company prepared a document like this and presented it to anyone in the company, to me, it would be one of the most dangerous things that you could do to anyone's reputation. I know it says on the side "confidential" and all of that. But do you realize the people that have been let down, me, the people in my district who go to work every day in those Toyota operations, the sales? And already, the reputation has been severely damaged by what has been done here.

Mr. INABA. I honestly, with my honesty, I do not recall the meeting in any depth. But, at the same time, now I see that. I think I must say to you that it is so inconsistent with the guiding principles of Toyota, and my feeling is and therefore——

Mr. MICA. It is just to me unbelievable.

Mr. INABA. I feel the same.

Mr. MICA. Mr. Toyoda, you are in charge of the company and have that responsibility. Can you assure the committee that this is not the approach, this will not be the approach of Toyota now or in the future?

Mr. INABA. Because now I am getting more familiar. I am the president of that company. I am going to rectify that.

Chairman TOWNS. The gentleman's time has expired.

Let me just make an announcement before we move any further. There is a vote on the floor, actually there are three votes. We plan to continue with the gentlewoman from Washington, DC, assuming the Chair. But, I also want to let the gentleman from Florida know that his time has long expired.

Mr. MICA. Yes, sir.

And if Mr. Toyoda could just answer.

Mr. TOYODA. I do not know about that specific document you referred to, and I do not know the comment.

However, generally speaking, when a new person takes office as president, it is customarily done in any division to make presentations on various contents or substances going on in the company. However, generally speaking, the substance and contents of such documents does not affect the entire company in no way to cause drifting of the company itself.

Ms. NORTON [presiding]. The gentleman from Ohio, Mr. Kucinich, has 5 minutes.

Mr. KUCINICH. Madam Speaker, I am going to vote, and I would like to ask the questions when I come back.

Ms. NORTON. You can. I am calling on people who are left.

Mr. KUCINICH. I will——

Ms. NORTON. I am going to go to Mr. Connolly then.

Mr. KUCINICH. We are coming back?

Ms. NORTON. We are.

Mr. Connolly, you have 5 minutes.

Mr. CONNOLLY. Thank you, Madam Chair.

Mr. Toyoda, welcome to the committee. When did it first come to your attention that there was a problem with acceleration of your vehicles?

Mr. TOYODA. I was appointed president in July. And there is a major difference between the sort of information I had received prior to assuming the position of president and the information I get to receive after becoming president. And, therefore, there may be some difference between the information that company may have had as a company and the information I personally had as president.

However, I will clearly state whatever I know, and even in those cases where I do not know or I do not have any notice of, I will look into the matter and supply the report to you.

So, responding specifically to your question of when, I would say sometime toward the end of last year.

Mr. CONNOLLY. Toward the end of 2009?

Mr. TOYODA. That is correct.

Mr. CONNOLLY. OK. Were you aware of the fact that there had been complaints by consumers long prior to that time?

Mr. TOYODA. Right now, I am aware of that. However, did I have that sort of information before I became president? I didn't have that sort of information with the same degree of accuracy that I do now.

Mr. CONNOLLY. But you had some awareness. We just heard from Secretary LaHood prior to your testimony, and he talked about the fact that NHTSA sent a team to Tokyo to meet with the top leadership of Toyota to bring to their attention as forcefully as they could the fact that there was a problem and that it needed to be attended to. That meeting was prior to your testimony just now that you only learned about this problem in December of last year.

Were you not aware of the fact that NHTSA had sent a team to Tokyo headquarters?

Mr. TOYODA. On that specific point, that was a matter handled by the division in charge of quality assurance. And certain person in that division I understand received the visit from NHTSA representatives and had discussions with them. I know that. However, I do not know the specific content of the discussion nor the timing of that meeting.

Mr. CONNOLLY. Well, there seems to be some discrepancy. Again, we are trying to get at what did we know and when did we know it to sort of gauge the company's—the quality of the company's response to the serious problem on behalf of its customers. And obviously, we have an interest as American Congressmen and women to protect our constituents who are your customers. And we know that the company certainly was made aware by U.S. officials through NHTSA who flew to Tokyo for this express purpose, and you are telling us in your testimony you didn't know about it.

You were aware of that trip and that meeting, but you weren't aware of the fact that there was a serious acceleration problem with your vehicles until just a few months ago, December 2009. Is that correct? Because if it is correct, given your position in the company and your family's association with the company, that would constitute extraordinary compartmentalization.

Mr. TOYODA. I personally know that there was a meeting with NHTSA representatives, but I do not know the content of that meeting.

Mr. CONNOLLY. OK. I am just going to ask one more question, and that is of Mr. Inaba. I am looking at this confidential document that was made available to this committee that my colleague was just referring to.

Mr. INABA. Yes.

Mr. CONNOLLY. And on one of the pages, it has just a series of ticks like this. And the bottom tick in your briefing, if I understand what you said, it says, "Secured safety rulemaking favorable to Toyota." And I am going to run out of time, but could you at least answer, what was your understanding of what that meant?

Mr. INABA. As I said, I don't recall the meeting in any depth, and I had no idea about this recall process back then. Therefore, I have very little knowledge about it. And funny enough that I only recall quiet cars in that whole list of that. Of course, now I am made aware of this, there was an execution of that. But I don't recall it.

Mr. CONNOLLY. Madam Chair, I know my time is up.

Ms. NORTON. The gentleman's time has expired.

Mr. CONNOLLY. But I would just note for the record that this document is dated July 6, 2009.

Ms. NORTON. The gentleman's time has expired.

Mr. Davis.

Mr. DAVIS OF KENTUCKY. Thank you, Madam Chair.

And I would like to thank you and also Ranking Member Issa and members of the committee for allowing me to join from my position on the Ways and Means Committee on this Oversight hearing on Toyota's recall.

I have the honor of representing Toyota's North American headquarters in Erlanger, KY, and wanted to voice some perspective from our region.

Toyota directly employs more than 172,000 in plants and dealerships in the United States, and Toyota has an integral part in our economy in Kentucky and investment in the United States of America. They maintained operations and a world-class level of quality in the Commonwealth for nearly 25 years. The Georgetown facility now manufactures engines in addition to automobiles, all part of a $5.4 billion investment in our State.

Toyota has been an exceptional corporate citizen in Kentucky. They have given more than $37 million to local charitable groups with missions ranging from education to social services. And not only has Toyota supported local charitable needs, but Toyota has also been one of the Commonwealth's strongest job creators. Toyota North American headquarters in Erlanger, KY, in the Hebron's Park Center, supplies distributors across the continent in my hometown of Hebron, KY.

In all, more than 8,000 Kentuckians work for Toyota, and almost 1,500 are in Kentucky's Fourth Congressional District. Additionally, 90 Toyota suppliers are located in Kentucky, creating more than 10,000 additional jobs.

Toyota's decade-long reputation for quality, safety, and service is based on their high standards of quality and innovation, and based on their corporate ethic of discipline, honor, and humility. They have had a positive and transformational effect on virtually every aspect of American manufacturing, and I can speak to this as one of the few manufacturing professionals who serves in the Congress.

Toyota is—as Congress conducts these hearings related to Toyota's recall, we need to keep in mind Toyota's willingness to do something unusual in American business politics in the Congress, and that is to actually take responsibility and ownership for the problem and continue their longstanding commitment to quality and, more importantly, for the well being of their customers.

Careless words and unfounded allegations by those who may have other agendas can do irreparable harm to job creation in Kentucky and in the United States. At a time when quality jobs are in short supply and unemployment in Kentucky and the Ohio Valley remains above 10 percent, the jobs created by Toyota are more important than ever.

Echoing the concerns voiced by Kentucky Governor Steve Beshear and other Governors across the United States in a recent letter to Congress, I urge the members of this committee and my other colleagues to be thorough in their investigations of these issues and to arrive at conclusions based on evidence that is uncovered, rather than circumstantial speculation or sensationalism. Let's focus on the facts, rather than giving way to the temptation to engage in political theater.

Congress must exercise appropriate oversight in determining its National Highway Transportation Safety Administration is able to effectively identify and comprehensively investigate automobile safety issues facing Americans. And, moreover, America needs clear and consistent automotive safety standards applied to all manufacturers in this country, not simply one, to ensure the safety of the entire American public.

I appreciate your willingness to come and participate in this today, and the contribution of your business to our country's economic strength and wealth.

And with that, Madam Chair, I thank you. And I yield back.

Mr. INABA. Thank you for your comment.

Ms. NORTON. The gentleman's time has expired.

Mrs. Maloney of New York.

Mrs. MALONEY. Thank you.

And thank you for coming to testify today.

Earlier in response to the chairman's question, you said the dealers in America are responding to any of the problems and making the customer whole, assuming all costs for repair, and trying to subsidize for their time and so forth.

My question is, what about the American families or individuals who died or were injured? Since the company knew about the problem, will you assume their medical costs, their funeral costs?

Mr. TOYODA. Truly speaking, truly I feel very sorry for the members of the Saylor family who ended their life with Toyota vehicle, and I extend the condolences from the deepest part of my heart. Working closely together with engineers, Toyota team members, and suppliers in making maximum efforts so that such a tragedy be never, ever again repeated.

Mrs. MALONEY. But you did not answer my question of whether or not you would assume the cost of the hospital, repair of the body, the expenses of the individuals.

Mr. INABA. Well, many of those cases are pending legal issues, and so we will leave it to our legal counsel for its information.

Mrs. MALONEY. Earlier, when this came forward, you had this report examination done. And I would like to know if you think this report on the problems and the solutions was sufficient.

Earlier, Commissioner LaHood testified he was depending on the research of Toyota. So I am asking whether you feel that this is sufficient.

And, second, I would like to go back to a field technical report that came in from Europe. And in it, the mechanics are really very clearly stating that there is a problem. And I want to know why this information was not gotten out to people, to America, to the dealers, to everyone immediately. And, specifically, how many complaints trigger an investigation? Is there a standard? When someone complains and says there is a problem, what happens? How many complaints have to come in before you start reaching out?

Mr. INABA. First of all, let me address this cross-regional information sharing.

As I stated before, we could have done a much better job, and we are now taking steps to improve it, as I said before.

And to the specific question of how many, the number of reports do you need to initiate that investigation, I think for the UA issues, unintended acceleration issues, that we are committed to take actions in investigating those issues one by one. In other words, once we get the complaints of reports of that UA issue going forward, we will—the goal is to start the investigation within 24 hours of the information that we receive. And we are creating many, many SWAT teams to really go into that area.

Mrs. MALONEY. I have been called for a vote, but I would like to get on the record, if I could, your response, Mr. Toyoda. What have you learned from this personally, and what lessons has the company taken from the events leading to today's hearing? And how will you change Toyota in the future to protect people and to provide an excellent product? And I am going to go vote. If you can answer.

Ms. NORTON. You may answer, Mr. Inaba or Mr. Toyoda, what you learned, etc.

Mr. TOYODA. With respect to the recall, thus far, we have been too much focused on two perspectives: One is technical perspective, and the other is compliance with laws and regulations.

The most important lesson that I learned from this experience relates to the following. With respect to customer-first philosophy, we have been placing the highest priority on the safety thus far, and we will continue doing so. But on top of that, from the perspective of customer-first, we will place greater emphasis upon the customer's viewpoint and perspectives. So that is the first lesson that I would like to mention here.

In addition to that, we will make sure that we get information from various regions of the world in a more timely manner so that the time lag be minimized between different parts of the world and the global head office in Japan. We will make efforts in that direction.

Ms. NORTON. Thank you.

If I may say so, the reason that you have seen such emphasis on what you call the technical matters and the law is precisely that customers did in fact apparently over and over again complain about these issues, but had no way to know the cause, and expected Toyota to in fact look at the technical details. The technical details are beyond a family that reports unintended acceleration. And the family expects that, having reported that, there will be an immediate remedy.

The matter of law goes to transparency itself. The law requires automobile operators in this country to—manufacturers in this country to operate in a certain way. Therefore, the first thing we do is to look and see if they are operating according to law. And law here meant of course the regulatory agency.

I don't know if you want to respond, but I do want to make it clear, and I was pleased to hear that apparently the route from customer complaint to those who can do something about it is one of the reforms you have suggested in your testimony already. Apparently, these went astray because they didn't get straight up to the fix-it person. And, as I understand it, one of the most important reforms is not that the customer complaint you listened to—I suppose you heard them—but the right people in the structure did not hear these complaints. Is that so? At the right level, the level to bring an immediate remedy. Those people didn't hear it soon enough, and so the customers weren't heard soon enough. Is that correct?

Mr. TOYODA. It is not that customers were not heard, in my view. Whenever complaints were reported, we try very hard to reproduce and duplicate those complaints to identify what it was that was actually taking place which led to the complaints coming from the customers. We investigated them very hard. And, at the same time, whether the similar phenomenon is likely to continue into the future, how much possibility there is for the same phenomenon to spread to other areas or other cars is another aspect that is investigated. So I will say that I will accelerate that process of following these three steps further into the future.

But with respect to the reproducing—reproducibility or duplication of those phenomenon, we have been working very hard, being Toyota, to do exactly that. But even with the best efforts made, there are cases that cannot be or that have not been reproduced. So, going forward, we will enhance the transparency of the process of us working very hard to reproduce and try to identify those causes, sometimes seeking cooperation from the authorities concerned. And we intend to lead our efforts in this area in a manner that our efforts itself will lead to the improvement of the vehicles of the entire industry.

Ms. NORTON. I am going to go on with my questions. I just want to make sure you are not blaming the victims. The customers reported. The customers reported. Let's not say they didn't want to hear our customers. The fault does not lie with the customers. You can bet your bottom dollar that the first time there was unintended acceleration, that is about everybody's horror. You can bet your bottom dollar that customer reported that.

Your answer, which goes to we will see if this is duplicated, is in some ways very troublesome, because that is such a serious problem that once it is reported one time, it seems to me you have a huge problem on your hands. And you seem to be saying, well, if we hear it enough, then we will know we ought to do something about it. That is very troublesome.

Mr. INABA. Well, what we said in our testimony and have many other times, customer first is the thing that we have been doing. But we would have to make more focus on the customer concerns and complaints. And, for that matter, I think we also work closer with the NHTSA so that when we receive the customer complaints, we would like to know more about it. And then, also, some of the information has been or will be sort of open to us, including VIN numbers, so that we can trace back each one of the customers. As I said, this SWAT team could do that. So we are trying very hard to really put that word, customer first.

Ms. NORTON. First, let me say to you, I am going to ask you a question that I think every American who has a Toyota would want me to ask. And I can ask this because it is personal as well as congressional. I drive a Camry Hybrid. I switched to Toyota very reluctantly, because I wanted to buy an American car, and the Americans were not making hybrids almost at all or were so few that I went straight away to Toyota. Why? I didn't ask how much it cost. I was relying on this extraordinary reputation for quality and safety that had been built over generations.

So I ask you, Mr. Toyoda, is there any chance that the Camry Hybrid will be recalled for any reason?

Mr. INABA. First of all, let me step in. First of all, Madam Chair, you are driving an American car. It is produced in America.

Ms. NORTON. It has Mr. Toyoda's name on it. You don't want to claim it anymore? You are disclaiming the car?

Mr. INABA. No, no.

Ms. NORTON. It was the Americans' fault?

Mr. INABA. No, no. Please. First of all, and also, now Camry Hybrid is not on the recall list.

Ms. NORTON. No, and I just want to find out if you expect it ever to be on the recall list for any reason.

Mr. INABA. I think you will be very safe driving the car. So that is all I wanted just before Mr. Toyoda.

Ms. NORTON. You stand behind the Camry Hybrid, Mr. Toyoda?

Mr. TOYODA. Right now, it is completely safe. And every day, as customers continue to use those vehicles, they may come up with the new findings, but as I said, it is 100 percent safe at the moment. And for the customers to be able to feel safe in the car and so that ourselves be able to sincerely receive any voices of the customers anywhere in the world, we are now putting in place the structure worldwide to capture customers' voices wherever in the world. And we will listen to those customers' voices very humbly and modestly so that they will continue to be safe in our vehicles.

Ms. NORTON. Thank you.

Mr. INABA. Madam Chair, can I have one more? Because it was, I am afraid, misunderstanding. The Camry Hybrid is produced here, and a vast majority of the parts are coming from the United States. So that is what I meant as an American car.

Ms. NORTON. I just don't know what difference that makes. You need to explain that to me. Were the cars that have been recalled produced elsewhere, and that is the problem? Mine is safer because

American workers did it and produced it? I don't understand the distinction. The cars that have the problem were from Japan?

Mr. INABA. No. The reason why I said why Camry Hybrid is an American car, because you did—bought an American car. That is what I meant, which is produced here, supplied here. And then so that is all I wanted to say.

Ms. NORTON. Many Toyotas are produced here and supplied here. Aren't they? We are pleased to have you produced and supplied here. But the worldwide reputation begins in Japan and stands behind wherever they were produced. Sometimes produced in Europe.

Mr. Toyoda, I was impressed with your opening remarks. In fact, I am impressed with your being here, and I am impressed with some of what you have said you intend to do, because we are really going forward. I am trying in my own questions to get some sense of where we need to have confidence in Toyota and where there is still some questions.

But in your testimony, you say, I would like to point out here, this is page 1 of your testimony—that Toyota's priority has traditionally been the following: "First, safety; second, quality; and third, volume."

Now, I am going to ask you a question about what seems to be a fourth priority that is, for me, the most troubling aspect of this controversy, and that fourth quality is secrecy.

To get to the heart of my concern about secrecy and the culture of secrecy, I would go to the data recorder, otherwise known as black box. Now, people in the United States are very familiar with airline black boxes because they know that in that black box is critical information. And if you get to it, get to it fast; you can find the cause. You can put—you cannot only respond to those who have been hurt, but you can put to rest some of the concerns as people begin to speculate what indeed caused this and they come up with sometimes wild conclusions. But that black box is critical.

Now, other manufacturers, understanding just how important it is to get to the cause of the accident for all concerned, make the black box data available to download. I have had a hard time understanding, therefore, given the fact that your competitors make this data downloadable easily, I have had difficulty understanding Toyota invoking proprietary technology that allows only you, Toyota, on the spot to download. Why should we respect your proprietary technology any more than we respect the proprietary technology of other automakers, particularly given the safety aspects of this matter and the fact that an accident has already occurred? Why do you not want to clear the air as quickly as possible? On what basis do you invoke some proprietary technology interest when your competitors do not in the downloading area?

Mr. INABA. Let me respond to that question first that, yes, we know that the three manufacturers have this information, and then the reader is commercially available. Toyota is also making this——

Ms. NORTON. Wait a minute. What is commercially available and when?

Mr. INABA. The three. General Motors, Ford, Chrysler have this commercially available reader that is what you——

Ms. NORTON. Why don't you have such a reader?

Mr. INABA. We are in the process of making it available, commercially available, by probably the middle of next year, which is ahead of the law requirement, A; B, that this year, by April, in 2 months time, in less than 2 months time, we are going to make hundreds of units of readers available at any region, any area.

The point is that, with the authority, also in the past request, we made it always open. Now, this is the information, the ETR information is the owner's information that, with their consent, we can make that information available.

Ms. NORTON. It was available if you were on the spot.

Mr. INABA. We did not hide it at the request of authorities, like police request or NHTSA request, or some other government and authorities request. We have made it openly.

Ms. NORTON. One, you came as if there was something that was so secret that even you had to be there in order for law enforcement and regulators to read it. I just don't understand the difference. Indeed, let me make sure I understand what your testimony is.

Are you saying that the company is redesigning the black box so that it can be readable by law enforcement, by safety investigators, and consumers?

Mr. INABA. And owners of that. It is not—it should not be made available to anybody else unless there is a consent, to my knowledge, of the owners of the vehicle.

Ms. NORTON. You would not have to be—Toyota would not have to be present in order for the black box to be read. Is that true? Just like other manufacturers, you don't have to come to unlock the black box personally?

Mr. INABA. I don't know that technical detail to answer.

Ms. NORTON. Well, that is the whole point, sir.

Mr. Chaffetz from Utah, you have 5 minutes.

Mr. CHAFFETZ. Thank you.

Mr. Toyoda, Mr. Inaba, thank you for being here. I very much appreciate it.

Mr. Toyoda, do you believe you are being treated the same as other manufacturers in the United States of America?

Mr. TOYODA. Yes, I believe so.

Mr. CHAFFETZ. Do you have any reason to believe that other automakers are treated any differently by NHTSA?

Mr. TOYODA. No, I don't think so.

Mr. CHAFFETZ. If you could hand the document, please, to them. There is a document dated July 6, 2009. If you could take a look at this, please. This is an internal Toyota document dated July 6, 2009.

Mr. Inaba, it has your name on it. My apologies if I pronounced it wrong.

On page 7, which should be the second page, it says under the first bullet point: Changing political environment. Massive government support for Detroit automakers.

Is that concerning? Why was that brought up?

Mr. INABA. This is one of—I explained already once part of it. This is one of my orientation, because I was a few days into this position, and this is prepared by Washington office to give me sort of a first look of it.

I do not honestly recall all these notions. The only thing I said, also, recall, is the quiet car regulation, which struck me with a very strange feeling. But that was the only thing. But looking at all these papers, this suddenly does not represent the Toyota's overall guiding principle or belief.

Mr. CHAFFETZ. On the second page, it is under key safety issues, and the first point it says: U.S. DOT NHTSA under Obama administration not industry friendly.

Is that a compliment, or is that a criticism?

Mr. INABA. I can't comment on that.

Mr. CHAFFETZ. What does it mean to you?

Let me go to the last point, Mr.—perhaps both of you could take this. "The new team has less understanding of engineering issues and are primarily focused on legal issues."

Can you explain what Toyota meant by that?

Mr. INABA. I still don't understand what the big difference between the two, engineer, legal. Both are involved anyhow.

Mr. CHAFFETZ. Both what?

Mr. INABA. Both sides have been—will be involved in a discussion anyhow.

Mr. CHAFFETZ. This is an internal Toyota document.

Mr. Toyoda, how would you read this?

Mr. TOYODA. I can't understand it.

Mr. CHAFFETZ. My understanding is that both Toyota and NHTSA knew about this problem back as early as 2007, and yet it took so long to get it taken care of. Is there a regulatory component here that was slowing this down?

Mr. TOYODA. Today I came to understand that this particular document was prepared as a part of the presentation material addressed to the new president. However, I do not know the background of this writing nor do I know how this document was prepared. And, therefore, I apologize, but I simply do not know the answer to your question.

Mr. CHAFFETZ. Do you believe it is true? Do you stand by it, or do you want to distance yourself from it?

Mr. TOYODA. Well, I need to understand this further. That is to say, I cannot understand the English written here.

Mr. INABA. Now 8 months into this position, I am beginning to learn myself and form my own opinion. So that is not consistent, or I am learning this does not represent my feeling today. And of course, I will learn more. I would like to build a very good relationship with NHTSA, and so that we can work together very good.

Mr. CHAFFETZ. Do you—explain to me the negotiation that happens between an auto manufacturer and NHTSA. Often the word "negotiation" is used. How does that work? What is negotiated in your——

Mr. INABA. I have met NHTSA officials twice. So I am not able to explain what the negotiation means. So it is still a little bit too premature for me to say anything. But, I don't know. Certainly negotiation doesn't sound like a good word. There is a discussion, yes. But also exchange of information, yes. And we oftentimes get the good guidance from NHTSA, from an official. We listen to it. We respect him. They ask us information. We provide them. So this is sort of like the nature of the relationship, as I understand. Whether it falls into negotiate or not, I can't—I don't know.

Mr. CHAFFETZ. Do you believe, Mr. Toyoda, that American unions have an undue influence in this process?

Mr. TOYODA. Since I haven't understood the content of this, I do not know how I should answer that question. I apologize for that.

Mr. CHAFFETZ. Toyota hired some former NHTSA employees. Why would it be appealing to hire former NHTSA employees?

Mr. INABA. Well, first of all, those two gentlemen who came from NHTSA I know personally. So, of course, having——

Mr. CHAFFETZ. How did you know them?

Mr. INABA. I just started meeting him more often because I am a president of that company and meet them.

Mr. CHAFFETZ. Did you know them before they were hired?

Mr. INABA. No, I did not. So I am beginning to know their personality so their professional standard. So I have a very high respect for both gentlemen's professionalism and also ethical standard. So it doesn't matter whether they are coming from NHTSA or not. To me, it does not.

Mr. CHAFFETZ. Do you believe that the relationship between NHTSA and Toyota or other manufacturers is too close, too cozy?

Mr. INABA. I don't believe so.

Ms. NORTON. The gentleman's time has expired.

Mr. Kucinich of Ohio, 5 minutes.

Mr. KUCINICH. I thank the gentlelady.

We have heard Mr. Toyoda say that Toyota grew too fast. It is interesting that is being told to us as we are investigating cars that are accelerating out of control. It is ironic, but I would submit perhaps a misleading parallel, because the problem is not that you were moving too fast but that you were moving too slow, too slow to recognize the material defects that put people's lives at risk, and too slow to have some internal questioning about the effectiveness of your own value innovation program, which in the mid-decade began slashing production costs so that you could reach a 10 percent operating profit. And then, when China came on into full competition and began dropping their price for parts, you began to cut your costs even more.

And this committee hasn't really looked at the economic backdrop of the change—what appears to be a change in Toyota's culture but which may be, in fact, a kind of a cut-throat, corporate, competitive environment which caused Toyota to drive its costs down. And, as we know, everywhere, when costs are driven down, safety is also put at risk. There are 180 different parts that you look at where you cut the cost by at least 30 percent, according to all industry reports.

Now, Mr. Toyoda, to your knowledge, were there ever any discussions at Toyota that certain design or engineering flaws would create system failures that would result in unintended acceleration?

Mr. TOYODA. You pointed out that, before I became president, the speed of growth may have been too fast. And I was referring to the fact that the growth may have outpaced our ability to develop and train human resources.

And you also pointed out that the company may have become a finance-driven manufacturing company. And——

Mr. KUCINICH. You know, I understand your answer, but it is not responsive to the question that I am asking. Now, I want to be polite, but I also hope that you will answer the question that I asked, which is: Were there ever any discussions at Toyota that certain design or engineering flaws would create system failures that would result in unintended acceleration?

That was my question, and I would appreciate the courtesy of a direct response.

Mr. TOYODA. Whenever those issues of recall came about within Toyota, we had very serious discussion as to at which stage so-called unintended acceleration takes place.

Mr. KUCINICH. Well, let me ask a followup question, Mr. Toyoda. Have you ever been advised by your attorneys or business associates not to discuss any defects in the electronic throttle control system because such an admission would create such liability which would be financially devastating to Toyota?

Mr. TOYODA. That has never happened.

Mr. KUCINICH. Mr. Inaba.

Mr. INABA. Never happened.

Mr. KUCINICH. You have had no discussions with your attorneys about matters of material defect in your products?

Mr. INABA. Nothing costs Toyota more than the loss of a customer's trust in our vehicles. From that perspective, we are as eager as anybody else to know if there is any problem on our ETC system.

Mr. KUCINICH. Thank you, Mr. Chairman.

Chairman TOWNS. The gentlemen from Indiana, Mr. Souder.

Mr. SOUDER. I would like to make a couple of comments at the very beginning.

First, I want to thank Mr. Inaba for visiting Warsaw, IN, to the new Toyota dealership there. That was a big thing for a small town. Dave Illingworth is running that, and that is in my district. And people were very excited to have you in.

Second, I have some concerns about the way the hearing has been conducted. To some degree, it seems like we are having a hanging before the trial. Now, I am not saying that you are not guilty; I am just saying it seems by hauling you in here and the way we have handled this and by going through a lot of internal memos, there is a lot yet to be decided. And I am trying to get to the truth.

I represent an auto area. We make parts through my whole district. Fort Wayne, IN, is the proud home of the Silverado and Sierra, who is in competition with you every day. So my goal is to sell GM products and Ford and Chrysler, but also I have suppliers to you. One in this district is CTS. It is right at the edge of my district.

These two pedals have distinctly different problems. This longer one was having a slightly slow release, which means that, when you take your foot off, it comes up just a fraction of a second too slow. And it also, because it was longer, was sticking in floor mats. But nobody was killed from that. That was a standard recall problem where you say, OK, we are going to fix the part.

This one, however, for whatever, whether it is electronic or whatever, the one from Densol, had acceleration. In other words, it wasn't that when you let go it went up; it was actually causing the car to go faster. And all of the death cases came from the Densol model, not the CTS.

Because when you go through the models—and this is important for several things. Like Mr. Kanjorski, one of our concerns as American Congressmen is that you treat America like the rest of the world. And we are very concerned about memos that suggest you were addressing the problem in Europe and Japan before in the United States.

The other thing is, in part suppliers, what is amazing in this story is that the American part supplier was actually delivering the safer model and that your subsidiary—and I don't know whether you are aware. A little after 3 o'clock, the FBI raided three Toyota suppliers, and one is this one that made the pedal that is causing it. And there is clearly going to be an investigation as to that.

I also want to thank you, if you are going to be an American company, for working with our parts suppliers. I understand that you need multiple suppliers. And it is good to have the competition; that is how we get better things. I understand even why, as a corporation, you need to have legal protection, although you need to be honest about what is happening here. And partly, when we have hearings like this, more people file lawsuits, and you have to protect yourself and your stockholders, and I understand that.

But in looking for safety, I encourage you to continue to look at the American suppliers, because, in this case, I don't know whether it was because you were trying to do cost controls internally on your historic system, but what I see happening—and it is interesting when you match up these two models. What happened is, it isn't true that the American company was supplying your American-made vehicles, that you have been transitioning over, and where the problems were occurring were in the Densol model, and that you have moved 50 percent over to Camry starting in 2007, but the problems were pre-2007. You have now been moving Lexus over. And I am praising you, I am not criticizing you, for moving over. But it is more or less an acknowledgment that, while you had problems in this one, they weren't as great as this one.

And I would encourage you, like others have, to look at whether there was some interaction in the type of pedal, whether it was the cruise control that did it or the electronic, or whether there is something inside here. Because you are addressing the snap-back. That is just a fraction, unless you catch your mat, which is partly—we have people sticking carpet under. You know, you can have any kind of pencil get under that affects that. But that is still different than this sudden acceleration.

And I encourage you to continue. You have multiple manufacturing plants in the State of Indiana, which aren't in my area. Like I say, we are more the big three.

I also want to encourage you, in addition to not treating us differently compared to Europe and Japan in safety questions and continuing to use American suppliers and doing your standards—I mean, the companies in my district are saying, when you come in, you are very aggressive in making sure that they have good standards, but to continue to do that.

And I also encourage you—I am very discouraged that, a number of years ago, you said your goal was to be the No. 1 auto supplier to Iran. Now, we have rules in the United States about supplying Iran, and I hope Toyota also reverses that position, because, as Americans, we are very concerned about that.

I would welcome any comments.

Mr. INABA. Thank you for all of the suggestions and the advice.

I must only say that we do not treat American customers any differently from Europe or Japan. And just a matter of timing, that there may be a difference in acting and reacting or resolving the problem. But there is no way that we can differentiate any American drivers from the rest.

Chairman TOWNS. All right. The gentleman's time has expired.

The gentleman from Illinois, Congressman Quigley.

Mr. QUIGLEY. Thank you, Mr. Chairman.

My colleague from Ohio stressed that he raised a point to get a more specific answer, and I will briefly try to do the same thing as it relates to black boxes.

Clearly, other manufacturers make this black box data available to download. At this point, Toyota has proprietary technology that allows only Toyota to download this data. Now, beyond adding more, the specific question is: Will your company redesign the black box so they can be readable by law enforcement, safety investigators, and consumers?

Mr. INABA. It is true that we have one dealer in the United States which can read EDR. And we have made a decision that we will have a hundred units of them made available by the end of April.

Mr. QUIGLEY. How will they be made available? To whom?

Mr. INABA. This is made by our supplier, so it is a Toyota technology. But let me carry on.

By the middle of 2011, prior to the law requirement, we will make this reader commercially available in this market. So there are steps that we have to take, maybe because of technical reasons, but we are making it. Because for us, also, it is very important to know the reasons of any accident and, you know, getting into more technical detail of that. And, of course, we have been always open with all information to the authority's requests.

Mr. QUIGLEY. But the other manufacturers don't make these entities hurdle to get this. It is not proprietary, I mean, so they can do it themselves. You are still making it difficult, even if you add more readers.

As you say, information is so important. And, as we talked about before, one of our big concerns here is we don't know exactly what is happening. Mr. Lentz yesterday said he is not certain that a recall would fully solve the safety problem. So, again, we are flying blind.

And, with respect, I don't see that what you are talking about is a dramatic leap forward to improve how much information we are getting with these incidents as they take place.

Mr. INABA. The other manufacturers you are referring to is, to my understanding, to the best of my knowledge, it is only General Motors, Ford, and Chrysler, and no other makes are ready yet, I don't think. So I think we are still among earliest wave of that information available.

Mr. QUIGLEY. With respect, I think that it would behoove you and everyone who drives your vehicles, including my family, if you rethought that and advanced the efforts to make this information available far more quickly than it allows and even in the redress attempts that you are talking about now.

Mr. INABA. Yes, we are trying to, sir.

Mr. QUIGLEY. Getting to the main point that was made by Mr. Lentz, that he wasn't certain that a recall would solve these problems, it came down to the issue of electronics, and there is still a question there. What is your level of certainty as to whether electronics is a main cause of this problem?

Mr. INABA. Well, let me try my way.

Mr. QUIGLEY. OK.

Mr. INABA. My level of confidence is 100 percent. I think I have full trust in Toyota's engineers. Over 50 years, I think they have done a great job to bring the Toyota name up to here, and I have no doubt they are still doing it.

So, of course, all the exhaustive testing done at Toyota, it is exhaustive, you know, in their mind. That is why we went outside. And if that is not enough, we are willing to stand—we are just in the process, just very close to announce what Mr. Toyoda referred to as an outside advisory board. This is going to be two very prominent—I can't name it as of now, maybe in a couple of days—two prominent safety experts leading the panel to investigate this ETCS of Toyota, you know, whether it is any problem or it is robust.

And they can choose any outside laboratory to test it. So we are now hoping that we can answer fully so that you would understand. But we are willing to take that, sort of, test through this advisory. And they can also be an advisory board to our overall quality improvement. So this is what I wanted to say.

Chairman TOWNS. The gentleman's time has expired.

Mr. QUIGLEY. Thank you.

Chairman TOWNS. Congressman Fortenberry from Nebraska.

Mr. FORTENBERRY. Thank you, Mr. Chairman, and thank you for coming today.

Frankly, it is refreshing to see corporate executives show remorse in what is a very serious issue and to try to unpack the way to move forward to resolve safety concerns with your product.

With that said, I would like to ask one question and then perhaps propose a creative opportunity for you to consider.

Is your corporate culture in America different than your corporate culture in Japan, so that the corporate culture in America is impeded from responding more quickly to safety concerns?

Mr. INABA. If I understand your question correctly, is corporate America culture different from Japan at Toyota; is that the question?

Mr. FORTENBERRY. It would be helpful to have an understanding if your corporate culture in America is fully free and independent to be able to respond quickly to the safety problems that are presented to them here?

Mr. INABA. Well, of course, there is a difference because our corporate culture in America is very much composed of so many Americans. The vast majority is of Americans, so there may be a difference. But at the same time, it is amazing that we see a lot of camaraderie. I personally see a lot of camaraderie because I have worked in this country for 9 years. So I have seen many of the Toyota associates here, including our leaders, and the corporate culture is very, very similar to my surprise to that of Toyota in Japan.

But there is also a difference in communication, I have to admit. And there is sometimes a lack of communication because of the language differences, because of the cultural differences, too.

So here I am being a head of this North American operation. I am called half American, half Japanese, so I think I can bridge that gap very easily so our corporate culture of customer first, and then honest and transparency should be kept intact.

Mr. FORTENBERRY. So there is nothing in the American Toyota corporate system that is not free or is impeded by the dominant corporate culture in Japan to quickly address safety issues?

Mr. INABA. It would be fair to say that there are none, but there are always differences. I think my job is to sort of even it.

Mr. FORTENBERRY. One of the significant issues here is the unintended sudden acceleration. Your executive yesterday suggested what you are doing may not totally fix the problem. Now, in that regard, unintended acceleration has affected other car manufacturers, so I would suggest to you that you have a potential opportunity here as the dominant player in worldwide manufacturing, certainly one of them, to perhaps lead on a new way of thinking about this safety problem, working perhaps in a consortium with other manufacturers, your very competitors, working with the U.S. Government, to think more creatively and perhaps do the research and collaboration that shows that it is this mechanical problem that we were demonstrating earlier; or is there some electrical issue that has not been discovered yet that more collective minds working together could actually discover and broaden the impact of the safety changes for the entire car industry?

Mr. TOYODA. As the Congressman has just pointed out, throughout the world, Toyota has been deploying business and pursuing business in the world. I believe the corporate culture for things that we treasure very much are commonly shared anywhere in the world.

However, different regions do have its own culture, its own customs, and local people of a specific country work for a company, and we deliver our products to customers in the local markets. In that sense, I have been thinking since April that we will give greater initiative to different regions of the world, for example, by emphasizing more the culture of the United States or the customs here.

Chairman TOWNS. The gentleman's time has expired.

I recognize the gentleman from Illinois, Congressman Davis.

Mr. DAVIS OF ILLINOIS. Thank you very much, Mr. Chairman.

And I thank you gentlemen for appearing before the committee.

Mr. Toyoda, for years, there have been complaints pouring into your company about unintended acceleration problems in your vehicles. Your own field technicians in Europe were alerting you that something in the accelerator pedal was causing cars to speed up uncontrollably more than a year ago.

When did Toyota first learn it had a problem with sudden unintended acceleration? And why did it take you almost a year to bring this to the attention of regulators and even more time to tell the public about the problem? Is there some policy in your company that prevents you from alerting regulators as quickly as possible about a problem or the public so that we all become aware?

Mr. TOYODA. In the name of our company's tradition and pride, I can clearly say that whenever a problem arises, Toyota pursues the facts thoroughly and rigorously and looks into those matters in great deal. In doing so, our fundamental approach and stance is to give the highest priority to customers' safety and convenience. And in relation to that, once that is accomplished, we provide and create products that also satisfies the mandate of the times, for example, in conserving environment or existing in harmony with nature.

Now, with respect to your specific question of when we learned of this problem, I do not know when we learned of this problem, but I do hope that you would understand the basic stance and attitude of the company which I described.

Mr. DAVIS OF ILLINOIS. Reports were actually surfacing several years ago, and yet it appears there was no significant effort to deal with it until the accident in California. Do you feel that your company acted quickly enough to begin to address the issue in a way that regulators and the public would know that you were doing so?

Mr. TOYODA. As it turned out in this particular case, the response, according to information, was not quick enough. However, going forward, we will establish the framework very firmly and diligently so that we will not betray your expectations in that regard. I will personally take leadership in putting in place the structure that will enable us to capture information from the local areas concerned in a more timely manner.

Mr. DAVIS OF ILLINOIS. Media reports suggest that your company knew for at least a year about the sticking pedals before you shared that information or until you communicated that information to the regulators. Do you think that was perhaps a lengthy bit of time to tell regulators if the company knew?

Mr. INABA. Now I know this sticky pedal situation is in question. And yes, we knew that probably a year ago in Europe. And I say that had not been shared enough well on this side. So we did not hide it, but it was not properly shared. We need to do a much better job in sharing. Whatever is happening in Europe should be known in the United States so we are all alert. See if there is any danger to American consumers and drivers.

The other issue is the first information we get to know in Europe was all right-hand drive cars, and also different models, much smaller models than those models sold here. That is why initial judgment, which was wrong, turned out to be wrong, but it was limited to a right-hand drive and it was much smaller cars. So there is a lack of you may call it sensitivity, but there is no deliberate sort of delay in the process.

Mr. DAVIS OF ILLINOIS. Well, let me just say that I appreciate your answers, and I thank you for indicating that you expect to do a better job. I am always reminded of my mother, who told us when I was a kid growing up that what you do speaks so loudly until it is hard for me to hear what you say. So I hope your actions will be forthcoming, and I thank you for your answers.

Chairman TOWNS. I thank the gentleman from Illinois.

Now I call on the gentleman from California, Congressman Bilbray.

Mr. BILBRAY. Mr. Inaba, you made a comment that kind of was startling to me, and I apologize that you have to testify in a second language and in a setting that may not be as comfortable for you as you prefer, but you stated that you had 100 percent, you were 100 percent sure that the difficulties with the pedals, with the acceleration, was not electronic, that it was not going to be involved with the data systems, that it was a physical problem. Do you stand by that statement?

Mr. INABA. Sir, may I clarify what I meant because the question I thought was, are you personally, what is my confidence level about ETCS, the Electronic Throttle Control System. So my feeling is, since I have a trust in our engineers, even though it has not been extensively tested by outsiders, which I added, but my personal confidence level is 100 percent. But I am only referring to the ETC system, sir.

Mr. BILBRAY. Because it does concern me when anybody can say anything to 100 percent. It is one thing to stand behind their vehicles; it is another thing to ask the American people to stand in front of them, especially with their children; 100 percent is a very strong statement. It is fine to say it here in these hearings, but out in the real world, we have had some terrible tragedies.

I just want to make sure, being a Representative in San Diego, where the tragedy that finally opened up this book caused not only Toyota but the American community to be willing to ask the tough questions that I don't think have been made.

Mr. Toyoda, your family has spent decades creating a reputation that is second to none, probably only compatible with the inventor of the automobile themselves. The big question is, do you think there is a possibility that reputation being so good might have made those of us who were regulators not ask the tough questions that we might have asked from General Motors or some other automaker, or that same reputation and feeling of success and confidence might have left Toyota not to ask the tough questions of yourself? In other words, your success created the problem or created the atmosphere and the environment that allowed this problem to go on from 2007 until just recently?

Mr. TOYODA. I personally do not believe that we didn't ask tough questions because we had very high reputations. Since I became president in July, I have been saying internally within the company that we need to heed customers, dealers, and we need to become a good listener. But because of the inadequacy on my part probably, that ability itself may not have spread widely within the company. But for the past 70 years, we have been supported by customers and by our partners because Toyota has been a company that listens to those opinions of outsiders very modestly and sincerely. You have my commitment that we will continue doing so going forward.

Mr. BILBRAY. Look, the damage done to the Toyota name will do more—will impact Toyota more than anything this Congress can do. The consumer and the market will demand a very high price from Toyota for these mistakes. The question is, how do we prevent it in the future for Toyota and everybody else? Do you agree that the Federal Government of the United States should require all manufacturers, including Toyota, to report all incidents of malfunctions no matter where in the world those occur, not just here in the United States?

Mr. TOYODA. I personally believe that realistically there are limitations to the current engineering capability. However, Toyota has a challenging spirit to make things better or to correct inadequacies or troubles wherever that may happen. In going forward, we will continue to strive to minimize those troubles as close as possible to zero by examining each individual reported cases, putting them under scrutiny, and making public any findings in that process. And we would like to work together in this industry.

Mr. BILBRAY. Mr. Chairman, in all fairness, I would just like a yes or no. Should the Federal Government of the United States require Toyota and every other manufacturer to report total malfunctions, not just those within the jurisdiction of the United States; yes or no? Should we require all information, or shouldn't we? What is the position of Mr. Toyoda?

Mr. TOYODA. We would like to extend full cooperation.

Mr. BILBRAY. So we will take that as a "yes."

Mr. TOYODA. Yes.

Chairman TOWNS. Thank you very much.

I now yield 5 minutes to the gentleman from Texas, Congressman Cuellar.

Mr. CUELLAR. Thank you, Mr. Chairman.

I represent the San Antonio area down to the valley where we have a Toyota plant. Currently, right now, there's about 2,600 hardworking Americans in the San Antonio area plant where they are jobs and family livelihood. I see Jay here, which I visited, and a couple of other folks here. We are asking you to put Toyota back on track so American jobs are not put in jeopardy. And American drivers that are at risk we have to address.

It is my hope that you move swiftly and safely to repair the safety problems, rebuild the reputation and restore the Toyota legacy which employs Americans here at home. American drivers and American workers are watching and waiting. Toyota has a glowing legacy in this country for decades. For the sake of safety and for the sake of jobs, you all need to get that back. In this country we have American-made Toyotas made by American workers with American drivers behind the wheel. The responsibility Toyota has to Americans runs wide and runs deep, and this is about safety, and this is about jobs.

As I mentioned, in my area, 2,600 local jobs, doesn't include the onsite local suppliers, which is about 6,500 when you put everybody. It doesn't include the Toyota dealers. So millions of Americans also drive your vehicles. As I mentioned, I met with Jay. I met with a couple of other folks, one of your Toyota forklift operators in San Antonio, and she said, even in this type of recession, Toyota has not laid anybody off. They have spared the employees that are still working. And we appreciate that.

But without a doubt, your ability to repair your reputation in this country will affect American workers and drivers who depend on Toyota. One of the things that I want you to look at, because in fairness to all, when you look at the NHTSA numbers, you see— I don't want to go, but you can see there, you know, one company was at 32 percent. And I have handed this chart out, Mr. Chairman. Another one was at 17 percent, and another one was 15, and other, which means combined one, and then Toyota was at 11 percent. In the past, you were doing well, very well. But, again, we now have to look at, what lessons have we learned? So my question, Mr. Toyoda, what lesson has your company learned as a result of this recall?

Mr. TOYODA. This past data clearly places high evaluation to our track record. However, currently we are having a series of recalls. The brake system or accelerator pedal has caused concerns. But we are examining those matters, pursuing the true cause of those problems, identifying countermeasures. And going forward, we will make sure that we get information more swiftly. Therefore, I will clearly say that, going forward, we will regain the good reputation as represented here in this track record. That's exactly what we are doing at the moment.

Mr. CUELLAR. Mr. Toyoda, in your major editorial that you wrote recently, you said that Toyota, paraphrasing your words, has not lived up to the high standards it set for itself. How has your company not lived up to those high standards?

Mr. TOYODA. First, above anything else, we will make double commitment with new vigor to have safety and customer first permeate through every business and through every process within Toyota. That I believe would be the best way for us to win back the trust that we enjoyed in the past.

On top of that, as we deploy business globally, we will make every effort to enhance the transparency of our business in various parts of the world.

Chairman TOWNS. The gentleman's time has expired.

I call on the gentleman from Tennessee, Congressman Duncan.

Mr. DUNCAN. Thank you very much, Mr. Chairman. Yesterday a woman named Rhonda Smith testified at the Energy and Commerce Committee. She is from east Tennessee, from just outside my district, which is based around Knoxville. She was driving into Knoxville in her Lexus automobile on October 12, 2006, 3½ years ago, and she experienced one of these sudden acceleration events and that her automobile reached 100 miles an hour. And she said that she thought it was her time to die, and she said she called her husband and tried to put the car in reverse but the computer apparently didn't recognize it. She feels that Toyota's response to her complaints was a farce because Toyota apparently told her there was nothing wrong with her car.

Our investigators for the Energy and Commerce Committee and this committee found that complaints started coming in about these events in 2001, and NHTSA started an investigation apparently in 2004 aimed at Toyota. Now 2004, you know, I don't know, that is 6 years ago if the investigation started early in the year; maybe

5½ years ago if it started late in the year. But Mr. Toyoda has said several times today that he just became president last summer, as if that excuses him. Mr. Inaba, though, became head, as I understand it, 9 years ago of the U.S. Toyota operation.

Now one of my sons had a Toyota 4Runner several years ago, and my wife drove a small Lexus until about 2 years ago, and both of those were very good automobiles. And I think you have a very good company and put out almost entirely good automobiles. I have a good impression of your company.

But having said that, I don't believe I have heard a good answer today, and I have been in and out some, but I don't believe that I have heard a good answer or a complete answer as to why it took your company so long to respond to these complaints, because apparently there were many complaints. I have seen it described as several hundred. I have seen it described as a few thousand. I don't know which it is, but there were many, many complaints. And I appreciate the fact that you have expressed remorse and that you say that you are going to do better. Why was there not a response before now when you had all of these complaints?

Mr. TOYODA. I listened to the testimony by Ms. Smith yesterday, and I feel very sorry and regret for the fact that, while she was driving a car, such a huge anxiety was caused to her. And at the same time, I apologize for the response by the dealer, which is not really up to our standards.

Now as to why it took us so long, well, in order to accelerate our response going forward, I have established the Special Committee for Global Quality, and we are now setting up the framework so that the first meeting can take place on March 30th. We have deeply reflected on what has happened thus far. We learned a very important lesson from what has happened, and to take actions for improvement as quickly as possible I think is the job that I really have to attend to at the moment.

Mr. DUNCAN. Well, let me just say this. I understand there are no Americans in the top leadership of Toyota in Japan. You can say there are many Americans in the top leadership here, but it might be a good idea to put a couple of Americans in the top leadership in Japan.

Thank you, Mr. Chairman.

Chairman TOWNS. The gentleman's time has expired.

I now recognize Congresswoman Speier from California.

Ms. SPEIER. Thank you, Mr. Chairman.

My question is to both the president and the CEO in the States. Have you turned over every document to NHTSA that relates to the sticky pedal and the sudden unintended acceleration?

Mr. TOYODA. I believe so. That's my understanding.

Ms. SPEIER. So there is not going to be any suppressed document or secret document that we are going to hear about a year from now?

Mr. TOYODA. That won't happen.

Ms. SPEIER. Now the people of Japan are very hospitable. I know that for a fact. This is the No. 2 most important market for Toyota in the world. When a U.S. regulator flies to Japan to meet with your leadership, I find it hard to believe that, one, you didn't know about the meeting; and, two, you never had a report about the meeting. Can you respond to that?

Mr. TOYODA. That's a fact, and I regret that the response in that matter was not good.

Of course, there are things that we reflect upon, but I believe that the people in the quality division responded to that very adequately. That is my understanding, and I hope your understanding.

Ms. SPEIER. I would like to ask you to turn over to the committee any documentation, any memos that arose out of that meeting by the regulators in the United States coming to Japan.

Mr. TOYODA. I will do that.

Ms. SPEIER. Now, I want to read to you an e-mail that I received from a constituent who owns a Toyota Tacoma truck that they purchased in 2008: "Soon after we bought the truck, we began to notice that the engine would surge when we were stopped and had our foot on the brake. We took the truck into the dealer as soon as we started to notice these problems. We returned at least three more times with the same problem. They had a service person test drive it. They told us they were unable to duplicate the problem. My wife finally asked to speak to the head of the service department, and he told her that the truck needed to get used to her driving style and to give it a few months to make the adjustment."

In exasperation, they went to the Internet. They found similar complaints.

"We told the service people at the agency about what we found on the Internet, and they said that they had contacted Toyota, and Toyota told them that they had never had a complaint of that nature we described. They continued to blame the problem on my wife."

Now, I would like for you to review this particular complaint and report back to me. But more importantly, I hope that, moving forward, you never again use the excuse that it was driver error.

Mr. TOYODA. I didn't know about this Tacoma case, but we would like to give due explanation on that through documents or other means. And as CEO of the company, I will make sure that we will never, ever blame the customers going forward.

Ms. SPEIER. Thank you.

One last question. You said, safety first, Mr. Toyoda. We know that the electronic throttle control may be problematic. You have already decided to put the override, the brake override chip into models moving forward. You are going to do it for some models retroactively. Would you be willing for a customer who came into your dealership to offer that chip to anyone who had concerns about the safety of their vehicle?

Mr. TOYODA. I do not know the technical details, but if it is technically and engineeringly possible, or if we can find a good method, we will do that. But other than that, I do not know a good answer to that.

Ms. SPEIER. All right, thank you.

Chairman TOWNS. I now call on the gentlewoman from Ohio—I'm sorry, California—Congressman Watson.

Ms. WATSON. Thank you so much. May I say to you, kunnichiwa and aligato for your testimony. Mine is more a comment. And, Mr. Chairman, I'm going to concede my time because we do have another panel and there's another committee waiting for this room. But currently, about 8 million Toyota vehicles have been recalled in this country due to the sudden, unintended acceleration events and braking concerns. I hope that the interest shown here in America will be taken back so that you can fix whatever is causing this. And we hear it's computer-driven, these causes. So I would hope—and there is a saying that Kaiser Permanente uses—I hope we all thrive. I hope you thrive. But we are concerned about the victims that are going to be the next panel up. And I was hoping that we could get both panels together so they can explain what happened to them and you can comment.

But a word to the wise. And that is, listen closely, make a commitment to go back and make the decisions at the top so that your particular product will be, again, No. 1.

With that, I will say [speaking in Japanese.]

I will yield back my time.

Chairman TOWNS. I thank the gentlewoman from California for yielding back her time. I recognize now the gentlewoman from Ohio.

Ms. KAPTUR. I thank you, Mr. Chairman.

Mr. Toyoda and your associates, thank you for coming today. Mr. Toyoda, I am not satisfied with your testimony. I'm being very forthcoming. I do not feel it reflects sufficient remorse for those who have died, and I do not think you have accurately reflected the large number of complaints that have been filed with Toyota for nearly a decade. So I, as one member, am disappointed.

I dedicate my testimony in memory of Mrs. Guadalupe Alberto, age 76, from Flint, MI, who died when her 2005 Toyota Camry sped out of control and crashed into a tree. Business Week reports: She blew past an intersection. Witnesses saw her with both hands on the wheel. She appeared to be standing on the brake while steering.

Where is the remorse? As far back as 2002, NHTSA—and our government is at fault, too—records that two Toyota executives, Christopher Tinto and Christopher Santucci, both of whom were former NHTSA employees, hired by your company, worked with their former coworkers, Scott Yon and Jeffrey Quandt, at NHTSA when it decided it wouldn't investigate what they termed "longer duration incidents" involving uncontrollable acceleration, I call it "sudden death" acceleration, where brake pedal applications allegedly had no effect. NHTSA limited its investigation to those situations where it was a second, or under a second. That was a major decision that affected lives all through the decade. So I am disappointed.

This book, "The Toyota Way," is used in business schools across this country. And the author talks about your company's principles. Principle No. 5 reads: Build a culture of stopping to fix problems to get quality right the first time. The first time.

Mr. Toyoda, how did Toyota lose its way? You say in your testimony your company grew too fast. Some smart lawyers gave you those words. I think what happened was your company went from emphasizing long-term quality values and corporate responsibilities to fighting against safety regulations; against insider influence inside this city and your own capital in Japan; and environmental regulations; and, indeed, worker rights and car checks inside your company.

So is it the Toyota way to use insider dealing to change decisions and is it the Toyota way to push a deregulation agenda that works against the interest of the people of our country and other countries? Do you know how many people in Japan died because of what your company did?

Mr. TOYODA. Not just limiting to those individuals you specifically mentioned, I feel deeply sorry for those people who lost their lives or who were injured by traffic accidents, especially those in our own cars. And I extend my sincerest condolences to them from the bottom of my heart.

I came from Japan to appear at this hearing, but at the same time I have been trying to convey my sincere feelings, my own true beliefs to the people throughout the world, but the fact that you said that was not adequate is something that I will seriously reflect upon.

As we pointed out, the devotement of people, human resources at Toyota, may not have kept pace with expansion. I will observe that and look at that fact very sincerely. And going forward to bring about and effect changes to become a better car maker and to become a more transparent car maker, I think, is a real admission of myself as president.

However, some customers of Toyota, as a matter of fact, many customers of Toyota around me say that they are willing to continue buying Toyota vehicles going forward. And as long is there are such customers, feeling and accepting the gravity of those victims of traffic accidents, I think it is my responsibility to care for those customers and create cars for those customers, and I believe that I'm the only person who can display the leadership to transform Toyota in that direction.

Chairman TOWNS. The gentlewoman's time has expired. I yield 5 minutes to the gentleman from Missouri, Congressman Clay.

Mr. CLAY. Thank you so much, Mr. Chairman, and I thank the witnesses for being here.

Mr. Toyoda, yesterday David Gilbert, associate professor of automative technology at Southern Illinois University, testified that Toyota has an electronic problem, a conclusion he derived from testing that only took him 3½ hours. I'd note that his credentials are significant. He is very qualified to do this testing.

Toyota has announced that to help solve this problem, Toyota will begin to install brake override systems on your cars. Isn't it true that if what Dr. Gilbert testified to, that Toyota has an electronics problem, you cannot be certain that a brake override system would even kick in and work when your electronics malfunction?

Mr. TOYODA. With respect to this problem of electronic throttle control system, I gave instruction to conduct thorough duplication and reproduction tests. We have conducted, actually, numerous reproduction and duplication tests on a 24-hour basis, but thus far we have not identified any problem with our ETC system.

I know of this testimony given by Professor Gilbert yesterday, and I personally do not know the details of what sort of testing he conducted. But just the confrontation between Toyota and Professor Gilbert will not clarify which side is correct, and this means that there are problems that have not been resolved for the entire industry. And therefore in the open forum, to validate the situation, we are willing to conduct testing together so that our customers will be able to feel safe in the vehicles as quickly as possible. And Toyota is ready to extend cooperation in that regard.

Mr. CLAY. Thank you. Yes, sir.

Mr. INABA. Please allow me. I have a little more information about that. I will be glad to meet with him or have him meet with our engineers and then explain his method, test method. And if there's any input that he may have, we are willing to listen to any input he has for the UA issue.

But we have some concerns. As far as we know, and our engineers gave us some concerns about it, because he cut into a circuitry and then manipulated the system in a way that is very unrealistic. And, also, in the meantime, with a very short time, we have conducted if some other manufacturers' cars would perform the same. We have done three cars done already with a very low UA rate. In other words, they are considered to be a very safe car. It replicated the same way. So in my very amateur term it is not unintended acceleration, it is an intended manipulation.

Mr. CLAY. So you have determined it's not electronic. But I would hope you would get with Professor Gilbert.

Mr. INABA. Absolutely.

Mr. CLAY. And compare your notes, compare your testing, to make a determination on whether it is or isn't.

Mr. INABA. Yes, sir.

Mr. CLAY. Thank you.

Chairman TOWNS. The gentleman's time has expired. Now calling on the gentleman from Ohio, Mr. Driehaus.

Mr. DRIEHAUS. Thank you, Mr. Chairman.

I want to thank our witnesses for their time today and for coming in and testifying before the committee.

Mr. Inaba, I'm concerned about some of what you say in your testimony relative to what we have learned about Toyota employees and former NHTSA employees.

As has been explored by multiple Members here today, there seems to be a conflict or there certainly seems to be an effort on the part of former NHTSA employees, now employed by Toyota or formally employed by Toyota, to put a halt to some of these investigations. And I will just refer to the Business Week article on February 12th. It said: In one example of Toyota aides' role, Mr. Santucci testified in a Michigan lawsuit that the company and NHTSA discussed limiting an examination of unintended acceleration complaints to incidents lasting less than a second.

That is what Representative Kaptur was referring to.

It goes on to say that: All four of the probes the Toyota aides helped end were into complaints that the unintended acceleration was caused by flaws in the vehicle's electronic throttle systems.

Do you believe that had these efforts not been made to limit these investigations, that Toyota as a company would have reacted more quickly and NHTSA would have reacted earlier to some of the problems that we are now addressing today in terms of the number of accidents and the severity of these accidents?

Mr. INABA. Well, I don't know any of the specific incidents or occurrence that you have mentioned. But, as I said, I think I believe in two of our associates' very high ethic standard, and also their integrity. So I have all good reasons to believe in that, rather than just hinting that they may have some relationship and favor us. I think they have done—and also the NHTSA part. They are very, very professional team of people.

Mr. DRIEHAUS. Just to followup. So you're suggesting that they didn't engage in this behavior to try to limit the investigations? Is that what you're saying?

Mr. INABA. All I'm saying is that whatever they have done is within the very good ethical sort of code.

Mr. DRIEHAUS. My question, though, is if the investigations had not been limited, if the investigations had not been limited, would we have addressed the situation earlier than we are today?

Mr. INABA. I think it is a very issue that, you know, since I don't know the conversation or event, I would not make any more comment on that.

Mr. DRIEHAUS. Also, Mr. Inaba, in your testimony earlier you suggested that the information in Europe with regard to some of these challenges wasn't shared with folks in the United States. I personally find that hard to believe; that Toyota here in the United States was unfamiliar with what was going on in terms of recalls and addressing sudden acceleration problems in Europe.

So I just want to make sure that I have this right. So you are saying that Toyota America was not aware of the efforts by Toyota to address the sudden acceleration issues in Europe when that was going on?

Mr. INABA. Well, I must say that it is, we call in our term, sticky pedal issues. I think the truth is that Toyota American site was not aware of that or was not informed of that. That is true. That is all I know.

Mr. DRIEHAUS. So when that was going on, when those complaints were being addressed, when solutions were being created and a recall was taking place in Europe, you were unaware of that here in the United States?

Mr. INABA. I personally got to know that fact in January this year.

Mr. DRIEHAUS. I will just conclude with a case. And I'm encouraged by the fact that my folks in Cincinnati, when I went to the Toyota dealership and I went to the service department, said they hadn't seen any of these complaints. But then when I went back and looked at the NHTSA record, it was pretty clear there were multiple complaints about sudden acceleration.

I will just reflect upon this one that I saw, and it's a complaint from 2009. The gentleman says: I bought my 2005 Tacoma about 2 months ago. I've experienced this problem three times now, the last time being tonight after picking up my daughter at work. The truck was accelerating and I was literally standing on the brake and the engine was racing and would not stop. I threw it into neutral and it sounded like it was going to explode. I have no rugs in the vehicle. It did not come with any, and I was going to get all the weather mats but have not bought them yet. The cruise control was not engaged. I do not consider myself to be an inexperienced driver. I used to race, actually.

And he goes on.

But, clearly, this isn't a mat problem, this isn't a sticky pedal problem. This is a problem with an experienced driver experiencing sudden acceleration. And this is in a 2005 Tacoma. I think we certainly as a Congress want to know, and I think the American people want to know, if their vehicles are safe, and if you can stand here today and tell us that they don't risk—because of a computer issue or an electronic issue—sudden acceleration in Toyotas that are on the street today.

Mr. TOYODA. I do not know of the Tacoma case of 2005 or 2009, and therefore without knowing those specifics, I cannot give you any specific answer.

But if I might just refer to electronic throttle control system. To the extent that we have conducted various tests thus far to date, we have not encountered the same phenomenon as a result of that test and therefore I believe the vehicle is safe. However, going forward we are willing to work together in an open forum with the industry partners to validate the situation, introducing opinions of other people, including Professor Gilbert, for that matter.

Chairman TOWNS. The gentleman's time has expired.

Let me say that, first of all, I really, really appreciate your coming to testify. We really appreciate that. We look forward to your followup on the safety issue because, as I indicated to you, this is what this is all about. It's about safety, making certain that people get in their cars, that they are safe. I hope that you continue to work on that.

Let me say to you, Mr. Toyoda, I want you to know that I'm impressed with the fact that you came voluntarily before the committee to testify. I want you to know that, to me, that indicates your commitment, indicates your dedication, and that you're serious about making certain that these autos are safe. So I want to thank you for that.

I also want to thank you, Mr. Inaba, for your being in touch and understanding the fact that this is a serious issue that must be addressed.

Anything else?

Mr. ISSA. Mr. Chairman, if I could just echo your words and say a great many promises were made here today, commitment for change. We look forward to seeing that. As somebody who has worked with the Society of Automotive Engineers for many years, I look forward to that change being spread throughout the design industry in QS9000 and other standards, because I believe that what we have begun here today is going to be critical for all automobile manufacturers, particularly as we put more electronic systems in the car. I, again, thank you for your great distance and your patience through this long day.

Mr. Chairman, I would ask unanimous consent that both of our booklets of inclusions be put into the record at this time.

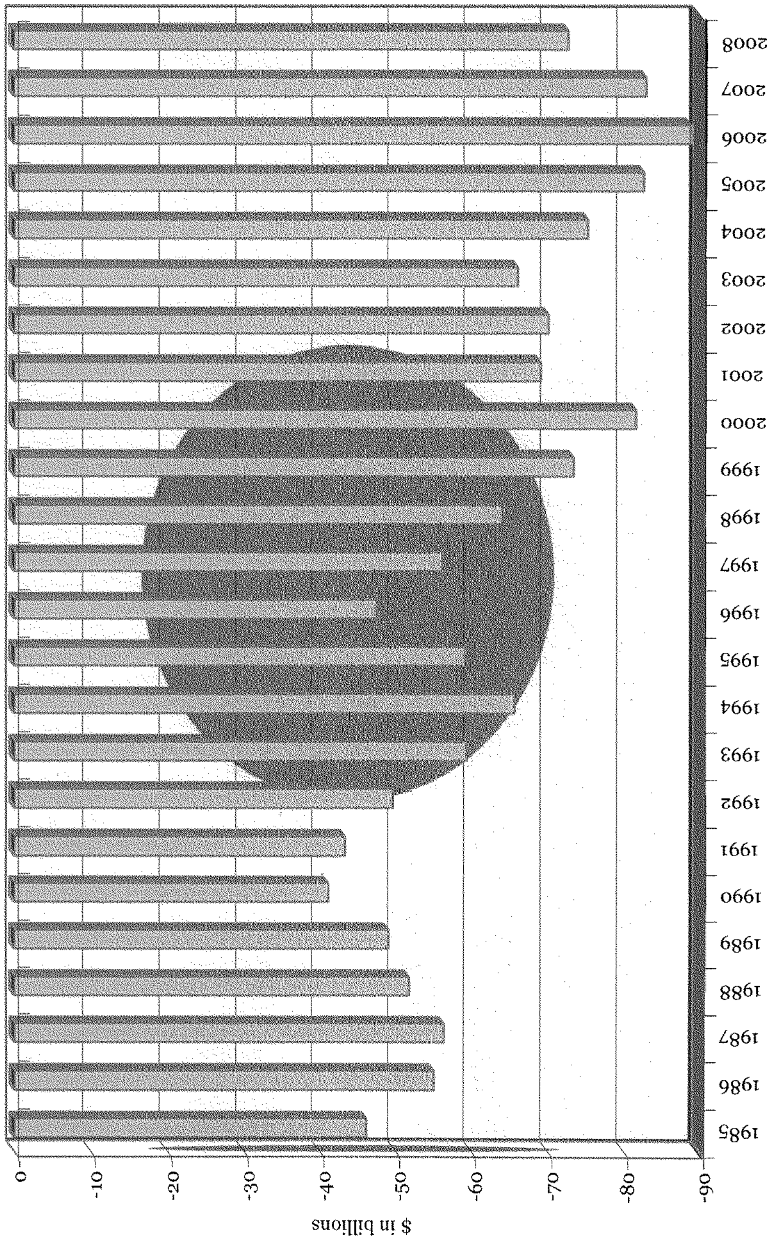
Chairman TOWNS. Without objection.

I recognize the gentlewoman from Ohio.

Ms. KAPTUR. Thank you, Mr. Chairman. I just ask unanimous consent to include materials in the record attendant to my questioning.

Chairman TOWNS. Without objection.

[The information referred to follows:]



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Regulators Hired by Toyota Helped Halt Acceleration Probes

February 13, 2010, 08:56 AM EST

(See {EXT2 <GO>} for coverage of Toyota's recalls.)

By Jeff Green, Margaret Cronin Fisk, Angela Greiling Keane and Alan Ohnsman

Feb. 13 (Bloomberg) -- At least four U.S. investigations into unintended acceleration by Toyota Motor Corp. vehicles were ended with the help of former regulators hired by the automaker, warding off possible recalls, court and government records show.

Christopher Tinto, vice president of regulatory affairs in Toyota's Washington office, and Christopher Santucci, who works for Tinto, helped persuade the National Highway Traffic Safety Administration to end probes including those of 2002-2003 Toyota Camrys and Solaras, court documents show. Both men joined Toyota directly from NHTSA, Tinto in 1994 and Santucci in 2003.

While all automakers have employees who handle NHTSA issues, Toyota may be alone among the major companies in employing former agency staffers to do so. Spokesmen for General Motors Co., Ford Motor Co., Chrysler Group LLC and Honda Motor Co. all say their companies have no ex-NHTSA people who deal with the agency on defects.

Possible links between Toyota and NHTSA may fuel mounting criticism of their handling of defects in Toyota and Lexus models tied to 19 deaths from 2004 to 2009. Three congressional committees have scheduled hearings on the recalls.

"Toyota bamboozled NHTSA or NHTSA was bamboozled by itself," said Joan Claybrook, an auto safety advocate and former NHTSA administrator in the Jimmy Carter administration. "I think there is going to be a lot of heat on NHTSA over this."

'Discussed Scope'

In one example of the Toyota aides' role, Santucci testified in a Michigan lawsuit that the company and NHTSA discussed limiting an examination of unintended acceleration complaints to incidents lasting less than a second.

"We discussed the scope" of the investigation, Santucci testified. "NHTSA's concerns about the scope ultimately led to a decision by the agency to reduce that scope. You say it worked out well for Toyota, I think it worked out well for both the agency and Toyota."

In an e-mailed response to questions about possible influence of former NHTSA employees on agency Toyota decisions, Transportation Department spokeswoman Olivia Alair said NHTSA "currently has three open investigations involving Toyota and is monitoring two major safety recalls involving Toyota vehicles. NHTSA's record reflects that safety is its singular priority."

Pedals, Floor Mats

Toyota City, Japan-based Toyota on Jan. 21 recalled 2.3 million U.S. cars and trucks with a potentially defective accelerator pedals. That followed Toyota's decision in November to recall 4.48 million vehicles in the U.S. and Canada because floor mats might trap gas pedals while they were depressed.

Since that recall, Toyota's shares have dropped 17 percent, wiping out $27.7 billion in market capitalization. The stock rose 2 percent to 3,460 yen at the close of trading in Tokyo yesterday. Toyota's American depositary receipts, each equal to two ordinary shares, rose $1.05, or 1.4 percent, to $77.05 in New York Stock Exchange composite trading yesterday.

Combined worldwide recalls for pedals, floor mats and a software fix to adjust brakes on the Prius and other hybrid models rose to more than 8 million vehicles as of Feb. 8.

"A recall is bad for any automaker because they have to admit there's a defect in their vehicle and the repairs can be expensive," said Rebecca Lindland, a forecaster at IHS Global Insight Inc. in Lexington, Massachusetts.

'Pillars of Safety'

In Toyota's case, "the company has built itself on pillars of safety, quality and reliability," she said. "A defect in their product is appalling to them, sort of unthinkable."

All four of the probes the Toyota aides helped end were into complaints that the unintended acceleration was caused by flaws in the vehicles' electronic throttle systems. Toyota has denied that the system is a problem. U.S. Transportation Secretary Ray LaHood said on Feb. 3 that NHTSA is reviewing the electronics.

Toyota spokeswoman Martha Voss declined to make Santucci and Tinto available for comment.

"Anything Mr. Tinto and Mr. Santucci did was in the interest of full disclosure, transparency and openness with regulators and safety experts," Voss said in an e-mailed statement.

"Their actions have been consistent with our efforts to maintain the highest professional and ethical standards in all of our legal and regulatory practices. Their paramount concern was for the safety of every single owner of one of our vehicles."

'Sort of Deteriorates'

The NHTSA decisions on Toyota weren't necessarily biased just because former agency people were involved, said Sidney Shapiro, a law professor at Wake Forest University in Winston- Salem, North Carolina.

"I'm not sure regulators set out to say 'I'm going to give a special deal to my old friends in the auto industry,'" he said. "But what happens is it just sort of deteriorates because these are the only people you talk to."

There are no waiting-period requirements for moves to a company from its regulator for lower-level positions like those of Tinto and Santucci, said Allan Kam, former NHTSA senior enforcement attorney, who retired in 2000 after 25 years and said he was a "mentor" to Tinto at the agency. Santucci came to NHTSA after Kam's retirement.

"They're not supposed to deal with the agency about a matter they dealt with at the agency," he said. Neither former NHTSA employee testified to any such conflicts when asked by attorneys.

Across the Table

Tinto, 46, came to Toyota after about four years at NHTSA. He hired Santucci from NHTSA in 2003, after the two met on opposite sides of the table in defect investigation cases, Santucci said in a deposition in the Michigan lawsuit.

Santucci, 39, works on most of the automaker's recall petitions, he said in the deposition. In last year's floor-mat recall, Santucci said he helped write Toyota's explanation of the remedy and had phone calls and meetings with NHTSA to describe the automaker's plans.

NHTSA opened eight investigations of unintended acceleration of Toyota vehicles from 2003 to 2010, according to Safety Research & Strategies Inc., a Rehoboth, Massachusetts, group that gathers data from NHTSA and other sources for plaintiff's attorneys and consumers. Three of the probes resulted in recalls for floor mats. Five were closed, meaning NHTSA found no evidence of a defect.

In four of the five cases that were closed, Tinto and Santucci worked with NHTSA on Toyota's responses to the consumer complaints the agency was investigating, agency documents show.

Camrys, Solaras

death

The first closed case where NHTSA records show the involvement of Tinto and Santucci dealt with unanticipated acceleration by 2002 and 2003 Toyota Camrys and Solaras. The case, opened in March 2004, was the one Santucci testified about when he discussed limiting the scope of the probe. He did so in a deposition for a lawsuit filed on behalf of a Michigan woman who was killed in an April 2008 accident.

In that lawsuit, the family of Guadalupe Alberto, 76, says she died when her 2005 Toyota Camry sped out of control and crashed into a tree. The lawsuit blames a defect in the electronic throttle control, said attorney Edgar Heiskell, who represents the Alberto family.

"She blew past an intersection, witnesses saw her with both hands on the wheel," Heiskell said. "She appeared to be standing on the brake while steering."

as far back as 2002

On March 3, 2004, the agency told Toyota it was opening a preliminary investigation to determine "if the throttle control system could be the cause of vehicle surge or unwanted acceleration."

Santucci's Deposition

Jeffery Quandt

Santucci and Tinto worked with Santucci's former NHTSA co- workers, Scott Yon ~~and Jeffrey Quandt~~, on the investigation, Santucci testified in his deposition. Yon and Quandt weren't available for comment, Alair of the Transportation Department said.

Twenty days after the probe began, NHTSA investigator Yon determined that the agency wouldn't investigate "longer duration incidents involving uncontrollable acceleration where brake pedal application allegedly had no effect," according to a document provided in the Michigan lawsuit.

"But that was after talking with you and Mr. Tinto, correct?" Heiskell asked during the deposition.

"Certainly, we talked to them in that time period," Santucci said.

NHSTA opted to limit the investigation to unintended acceleration events that lasted less than a second and those where the brake could be used to control the vehicle, or about 11 incidents with 5 crashes. In Toyota's initial response, Tinto identified 114 similar cases, according to NHTSA documents. The case was closed July 22, 2004, agency records show.

Wrong Pedal

The agency decided to limit the cases to eliminate instances in which a driver may have used the wrong pedal, the Transportation Department's Alair said.

Santucci didn't work on unintended acceleration cases involving Toyota while at NHTSA and doesn't have a social relationship with former co-workers, he said in his deposition.

The second NHTSA-Toyota case settled with the automaker's input was a 2005 investigation requested by the owner of a 2002 Toyota Camry who reported two instances of unintended acceleration, one involving a crash. The owner cited eight other complaints from other Toyota drivers about similar episodes, without identifying the vehicle make and model.

Toyota said dealer representatives investigated 59 of 100 vehicles whose owners complained.

'Operating as Designed'

"In each of these vehicles, no evidence of a system or component failure was found and the vehicles were operating as designed," Tinto wrote in a Nov. 15 letter to NHSTA. He also cited the findings that ended the Camry investigation in 2004.

NHTSA ended its probe of the 2002 Camry in January 2006, citing lack of evidence of a problem and the agency's need to allocate "limited resources" to other investigations.

Tinto also weighed in on a broader August 2006 complaint about the Camry, this time covering model years 2002 to 2006. In that case, Tinto wrote that Toyota had found no abnormality in the throttle actuator, or controller, which the petitioner blamed. In the defect investigation notice, NHSTA noted 3,546 cases where Toyota had replaced throttle actuators under warranty terms.

The automaker did find evidence that returned actuators had corroded due to water intrusion caused by circumstances "such as driving through a flooded road, in the heavy rain or a hurricane" and a drain hose was modified to prevent future water intrusion, Tinto wrote in a Dec. 20, 2006, letter to the agency.

'Not Warranted'

NHTSA decided not to pursue the investigation, telling the owner "after reviewing the concerns raised by the petitioner and other information, NHTSA has concluded that further expenditure of the agency's investigative resources on the issues raised by the petition is not warranted."

In the fourth case, in 2008, Tinto told NHTSA the automaker couldn't find enough evidence to support allegations of unintended acceleration in 2006-2007 Toyota Tacoma pickup trucks.

The owner reported two incidents of unintended acceleration in his 2006 Tacoma and pointed to 32 similar complaints in the NHTSA database.

Toyota itself received complaints of 478 incidents involving 431 Tacomas, for model years 2004 to 2008, that allegedly increased engine speed when the accelerator pedal wasn't pushed, according to an April 25, 2008, memo by Tinto. Of those incidents, 49 resulted in a crash and 9 had injuries, he said.

Media Attention

After a review, Tinto said he disagreed that the complaints to NHSTA "in and of themselves justify opening an investigation" and said media attention to driver complaints contributed to the allegations.

"In Toyota's view, neither the consumer complaints nor the field study indicate the existence of any defect in the subject vehicles, much less a safety-related defect," he wrote.

NHTSA closed the investigation on Aug. 27, 2008, after an eight-month review, saying that "we have been unable to determine a cause related to throttle control or any underlying cause that gave rise to the complaint."

Tinto also may have helped thwart an attempt by the owner of a 2007 Lexus ES350 to reopen a NHTSA investigation that resulted in a 55,000-unit recall for floor mat problems.

The owner, Jeffrey Pepski of Plymouth, Minnesota, said he experienced an unintended acceleration incident in February 2009 and wanted the agency to probe other possible causes, such as the electronic throttle.

Limited Number

Tinto's response to NHTSA last May said the incident was Pepski's fault because his floor mat wasn't secured and that there was no need for a new investigation because the "limited number of such incidents does not suggest the existence of a safety-related defect in these vehicles."

U.S. Transportation Department, NHTSA and Toyota officials have been asked to appear on Feb. 24 before the House Oversight and Government Reform Committee and Feb. 25 before the House Energy and Commerce Committee to talk about the recalls. The Senate Commerce Committee plans a hearing March 2.

"At the heart of the matter is determining whether Toyota acted as quickly as possible to notify regulators there was a problem and whether or not government acted as quickly and diligently as possible to investigate and act," Representative Darrell Issa, a California Republican and ranking member of the House Committee on Oversight and Government Reform, said in a statement.

Issa called on Toyota President Akio Toyoda to appear before the Senate panel. "I would fully support the issuance of a subpoena" if Toyoda doesn't cooperate, Issa said in a Feb. 11 statement.

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NEW BUSINESS February 18, 2010, 5:00PM EST

U.S. Regulators Hired by Toyota Have Helped Deflect Past U.S. Car Safety Probes

Court and government documents show that Christopher Tinto, Toyota's vice-president for regulatory affairs, and Christopher Santucci, who works for him, affected NHTSA investigations into alleged acceleration problems involving Toyota cars and pickups. An overview:

2004

The NHTSA informed Toyota in March 2004 that it was opening a preliminary investigation into whether a throttle control system could be the cause of vehicle surge or unwanted acceleration in 2002 and 2003 Toyota Camrys and Solaras. Tinto and Santucci worked closely with officials at NHTSA, which narrowed its investigation to about 11 incidents involving five crashes.

Outcome: The case was closed on July 22, 2004.

2005

Another set of complaints, including one from the owner of a 2002 Camry, about unintended acceleration problems resulted in another NHTSA review. Tinto wrote the agency in November that a Toyota dealership-led review of 59 vehicles whose owners complained of acceleration issues found that "no evidence of a system or component failure was found and the vehicles were operating as designed."

Outcome: NHTSA ended its probe in January 2006.

2006

Toyota and the NHTSA also received complaints in August 2006 about accelerator issues involving the Camry, this time covering model years 2002 to 2006. In that case, Tinto wrote to NHTSA officials that Toyota had found no abnormality in the throttle controller, which the petitioner had blamed, though Toyota did find evidence that water damage from heavy rain or from driving through a flooded road may have caused problems in specific cases.

Outcome: NHTSA ended the investigation in April 2007.

2008

Toyota received complaints involving 478 incidents where Tacoma pickup truck engines (for model years 2004 through 2008) allegedly speeded up even when the accelerator pedal wasn't pushed. Tinto told NHTSA officials the automaker couldn't find enough evidence to support allegations and an investigation wasn't warranted.

Outcome: NHTSA did conduct an eight-month review but closed the investigation on Aug. 27, 2008.

Chairman TOWNS. So thank you very, very much for coming.

Now we go to our third panel.

The committee will come to order. I would now like to introduce our third panel of witnesses. Mrs. Lastrella, welcome to the committee. Mrs. Lastrella lost family members in a car accident involving a Toyota vehicle. I want you to know you have our deepest sympathy. I know how tough it is when you lose a loved one. So thank you so much for coming.

Mr. Haggerty experienced a sudden unintended acceleration in a Toyota vehicle. I can imagine what that's like. So I want to thank you, too, for coming today. I imagine that experience of all of a sudden your car takes off. I can imagine.

Mrs. Claybrook, a former Administrator of the National Highway Traffic Safety Administration and president emeritus of the Public Citizen. Welcome. We're so delighted to have you and your experience that you could share with us.

Mr. Ditlow, the executive director of the Center for Auto Safety. We are delighted to have you with us as well.

So what we will do is just start with you, Mrs. Lastrella, and just come right down the line. You have 5 minutes. Of course, when you start out, the light is on green, and then it turns to yellow, and then of course it becomes red. Red everywhere means stop. So we will stop with that.

Mrs. Lastrella, you start first.

I have to swear you in, too.

[Witnesses sworn].

Chairman TOWNS. Let the record reflect that all the witnesses answered in the affirmative.

STATEMENTS OF FE NIOSCO LASTRELLA, LOST FAMILY MEMBERS IN A CAR ACCIDENT INVOLVING A TOYOTA VEHICLE; KEVIN HAGGERTY, EXPERIENCED SUDDEN UNINTENDED ACCELERATION IN A TOYOTA VEHICLE; JOAN CLAYBROOK, PRESIDENT EMERITUS OF PUBLIC CITIZEN AND FORMER ADMINISTRATOR OF THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION; AND CLARENCE M. DITLOW, EXECUTIVE DIRECTOR, CENTER FOR AUTO SAFETY

STATEMENT OF FE NIOSCO LASTRELLA

Mrs. LASTRELLA. Mr. Chairman, Congressman Issa, and the members of the congressional committee, thank you for inviting me here and giving me the opportunity to speak for my four siblings, to testify for the Toyota recall as they relate to my beloved family who were taken prematurely away from us.

I would not discuss or talk about the accident, as we have heard enough. We have heard so much from the media anywhere throughout the world. I'm here to speak for my four children and for the safety of the consumers throughout the world. I braved this time myself.

I would like to introduce myself. I am Fe Lastrella. I am a school teacher by profession and I ventured into the real estate business when we moved to Vallejo. Nobody knows probably where Vallejo is. That is a suburb of San Francisco, CA. We moved in 1977 to Vallejo, but we were in Alameda for quite a while before coming to California. My husband was stationed in Midway Island. So I was married to Cleto Lastrella for 46 years. He was a retired Command Master Chief, U.S. Navy, for 30 years, and worked for the Federal Government for another 10 years. We have five children. The oldest one was Cleofe Lastrella Saylor. Chris Lastrella, the middle of the five, who was with them, who called and dared to call 911. As I mentioned earlier, I will not discuss the accident.

So let me start with Cleofe. Cleofe, when she graduated from the University of California, Davis, she worked for her immediate boss for a year in the research department. Then she worked for Calgene, in which she has—and I went through her experiment. I know I only have 5 minutes, but I'd like to mention this because she had that experiment in which we didn't mention the cotton. It was presented by the president of Calgene on TV. And then she worked for various pharmaceutical and technological companies, and the last one was AMBRX in LaJolla, CA, in which she received an achievement award for significant technological innovations awarded to her in October 2009.

Mark Wesley Saylor, her husband, was a highway patrol officer, who loved her dearly. He was respected. A very respectful person and very caring. He was a person of honor and integrity. He was a very religious man, a devout father and husband. He gained respect from his colleagues and friends. Mark dedicated his time in life to his family and to his job. In 1997, he responded to a traffic collision on Interstate 5. He saved the life of a man who was strapped in his car, burning car, and he was awarded for that, too, for his effort and for his superior act. This is ironic; he saved someone, but he was not able to save his family from the crash.

Mahala Manda Saylor, that is my 13-year old granddaughter, she was a promising athlete. Her love for soccer made her a team captain. Mahala was blessed for a parent like Mark and Cleofe. After working hours, her parents would attend to her games, to her practice, to school, and to church. The week of the tragedy, my daughter Cleofe took off for a week to prepare her daughter entering ninth grade at Mater Dei Catholic School in Chula Vista. Mahala missed the invitation and the opportunity to travel, as she was invited by the Sports Ambassador People to People Soccer Cup in Vienna, Austria. Knowing Mark and Cleofe, they will make an investment on their child's future. That is Mahala.

Chris Lastrella's passion was basketball. He graduated at St. Vincent-St. Patrick High School. He worked for the United Parcel Service as loading supervisor. After his graduation in college at the University of East Bay—it was University of California, Hayward—he went into the financial mortgage business, also as we encouraged, because it goes hand-in-hand with the real estate business. So he ventured into that. While doing that, he worked for Wells Fargo Mortgage Co. While doing that, he went to school for voice acting in San Francisco in Sausalito. Chris' voice was heard over because of his practice, and he was so composed when he said—he was the one that called for 911. And everybody heard it. I have not heard it. I stayed away from it. I don't want to hear the rest of it. And the message was strong. He asked the operator to hold on and pray, pray, pray. That was very great of him, the courage that he had. I know it was the four of them were on the verge of their deathbed and he was able to call 911. And I thank him for that.

August 28th was the tragic date that triggered this all. But we didn't hear about it until the following morning when the law enforcement officer came to our door with a note to contact the coroner's office. And I said, "Oh, no." How could you imagine coroner's office, and what does that tell you?

So, was it only my daughter? Because I know my daughter always checks her cell, her experiments on weekends to see how they are doing. That's how dedicated she was. So when we heard from the cop that there were three of them, I said, How about another person? And I was so glad that there's another person somewhere that was not with them. But then when we called the coroner's office, there were four. Could you imagine? It's unimaginable to lose four people in your siblings.

So I brave this moment so hopefully, Mr. Chairman, and the committee, and the different organizations, the Department of Transportation and NHTSA would do something for the safety of the world. We don't want another person, another family, to suffer like we are suffering.

We have—at the time we have a 7-month old baby. His name is Connor Toyooka. Toyooka. My Japanese son-in-law. We were talking to him. I know he is bubbly all the time. But he would not even smile. That is how the impact of the tragedy was felt in my household. It had a big impact on my friends and family and the whole community in San Francisco area, in the San Diego area.

Thank you so much for listening to me. And I know I didn't come here to cry on someone else's shoulder. But as I mentioned earlier, it is for the safety of the world. Thank you.

Chairman TOWNS. Thank you very much, Mrs. Lastrella, for your very moving testimony.

[The prepared statement of Mrs. Lastrella follows:]

STATEMENT OF MRS. FE NIOSCO LASTRELLA
BEFORE THE
OVERSIGHT AND GOVERNMENT REFORM COMMITTEE
HEARING ON
"TOYOTA GAS PEDALS: IS THE PUBLIC AT RISK?"
FEBRUARY 24, 2010

Chairman Towns, Congressman Issa and members of the Committee, thank you for inviting me here today to testify relating to Toyota's recalls as they relate to my beloved families, whose lives were prematurely taken away from us.

My name is Fe Niosco Lastrella, I am a school teacher by profession, and pursued a career in the real estate business when we moved to Vallejo, a suburb in the San Francisco Bay Area, California. I am married to Cleto L. Lastrella, for 46 years, a retired Command Master Chief, (SKCM, USN) who served in the military for 30 years, then worked for the Federal Government for 10 years. We have 5 children and supposed to be 4 grandchildren. Cleofe Lastrella Saylor was the oldest and Chris Niosco Lastrella was the middle of our five children.

Cleofe Lastrella led the younger siblings the proper way. Love, respect and honesty were the family values they embraced. Values that Cleofe instilled to her daughter, Mahala. Cleofe was member of Hogan High School cheer leading team. Cleofe graduated from University of California, Davis and worked for various pharmaceutical and biotechnology companies. Her last job was at AMBRX, in La Jolla, California, where she received an Achievement Award for significant technological innovations, awarded on October 2nd 2009.

Mark Wesley Saylor, was a respectful and caring person. He was a person of honor and integrity. He was a very religious man, a devout husband and father. He gained respect from his colleagues and friends. Mark dedicated his life to his family and to his job. On August 29, 1997, Mark responded to a traffic collision Northbound on Interstate 5 south of Gilman Drive. Mark save the driver who was trapped in his burning vehicle. Mark received a certificate of commendation on November 20, 1997 for superior effort and act.

Mahala Manda Saylor was a promising athlete. Her love for soccer made her team captain. Mahala was so blessed to have Mark and Cleofe as her parents. After working hours their time were spent for Mahala's activities, school, games, community participation and church. The week of the tragedy, Cleofe took off work for a week to prepare Mahala for entering high school at Mater Dei Catholic High School, September 2009. Mahala missed the invitation and opportunity to travel as a Sports Ambassador to the People to People Soccer Cup in Vienna, Austria. Knowing Mark and Cleofe, they will make an investment on their child's future.

Chris Niosco Lastrella's passion was basketball. He graduated at St Vincent – St Patrick High School in 1989. He worked for the United Parcel Service (UPS) as loading Supervisor. After his graduation at California State University, Hayward, and now East Bay, with B.S. in Criminal Justice Chris worked at various financial mortgage services, his last one was at Wells Fargo Mortgage, and then went to San Diego to continue his new found secretly ambition "voice acting". Chris's voice over series of classes and auditions made him so composed and the 911 messages to the whole world were so clear. " Hold on, Pray, pray, pray!

August 28, 2009 was the tragic date that triggered us all. On the morning of August 29, 2009 when a law enforcement officer came to our door with the note to contact the coroner's office in San Diego, California devastated our family, even our 7-month old grandson, Connor Toyooka would not give us a smile.

To the honorable members of the committee and the honorable members of the congress, the answer lies in your hands.

Thank you.

Chairman TOWNS. Mr. Haggerty.

STATEMENT OF KEVIN HAGGERTY

Mr. HAGGERTY. My name is Kevin Haggerty, and I owned a 2007 Toyota Avalon. For the past 6 months I have experienced five events where my car accelerated on its own. The first few times I experienced the car accelerating without my foot on the gas pedal, I was driving through town. The car would go back to its normal RPMs after driving a few miles or after the car was stopped, turned off, and restarted. After experiencing the sudden acceleration a third time, I took my vehicle to be checked by my local auto body shop—or auto shop. They could not find anything wrong with my vehicle. After two more incidents, I brought my car to a Toyota dealership on November 11, 2009, to be checked. After keeping my car for 2 days, they found no unintended acceleration problems and confirmed that the factory mats were installed properly.

Then on December 28, 2009, I was driving to work on Route 78 in New Jersey. The car began to accelerate without my foot on the gas pedal. As I pushed on the brake, the car continued to accelerate. I was not able to stop by pressing on the brake pedal. The only way I was able to slow the car down was to put the car into neutral. I got off at the next exit, which was the exit for the dealership. Determined to get the car to the dealership, I showed them first-hand that—I wanted to get it to the dealership to show them first-hand that this was happening. I drove approximately five miles by alternating from neutral to drive and pressing very firmly on the brakes.

On my way there, I called them and asked for the service manager to meet me outside. As I pulled into the front of the dealership, I put the car into neutral and exited the car. With the brakes smoking from the excessive braking and the car's RPMs racing, the manager entered my car. He confirmed that the gas pedal was not obstructed, the mats were properly in place, and the RPMs were very high.

They contacted a Toyota tech to come to the dealership and look at my car. He arrived within a few hours. The dealership had my car for 1½ weeks. When I was told the car was ready to picked up, I asked what problem they had found. I was told by the service manager that, per Toyota, they replaced the throttle body and accelerator assembly, including one or two of the sensors.

Since they cannot tell me exactly what problem they found with these parts and why they were replaced, I started doing some research about Toyotas online. I came across Sean Kane's name in multiple articles I read, and decided to contact him. When I reached him, I explained my situation and expressed my fear of driving this car in light of what just happened. I no longer felt safe in it, since nobody could explain why the acceleration problem occurred. Sean did not have an answer for the cause and was surprised that the dealership replaced parts and witnessed it first-hand.

I was then contacted by ABC News and they were interested in doing a followup story on accelerator problems. ABC also confirmed with Toyota that the parts taken out of my car were sent to Toyota's corporate offices to be evaluated. I agreed to an interview, mainly because I wanted to help people understand how to safely stop a car by putting it into neutral.

I continued driving my car out of necessity, but refused to put my children in it. About 3 weeks ago a local dealership owner, after hearing about my story, made me a generous offer on a new vehicle as well as offered to pay off the balance of the loan on my Avalon. For my safety, as well as the safety of my family, I took him up on this offer.

I just want to confirm one thing on this, my statement. I explained the first couple of times it happened I was able to apply the brake and slow down the car, but I was going at a slower pace. I was going 15, 20 miles an hour through town. On December 28th, when I was driving at a faster rate, 60–65 miles an hour, I was not able to stop the car just by applying the brakes. The only way to stop it was by putting it into neutral.

Chairman TOWNS. Thank you very much. Thank you very much for your testimony.

Mr. HAGGERTY. Thank you, Mr. Chairman.

[The prepared statement of Mr. Haggerty follows:]

February 24,2010
Committee on Oversight and Government Reform
2157 Rayburn House Office Building
Washington DC 20515-6143

My name is Kevin Haggerty and I owned a 2007 Toyota Avalon. In the past 6 months I have experienced 5 events where my car accelerated on its own. The first few times I experienced the car accelerating without my foot on the gas pedal I was driving through town. The car would go back to its normal rpms after driving a few miles, or after the car was stopped, turned off and restarted. After experiencing the sudden acceleration the third time, I took my vehicle to be checked by my local auto shop. They could not find anything wrong with my vehicle. After 2 more incidents I brought my car to a Toyota Dealership on November 11th, 2009 to be checked. After keeping my car for 2 days they found no unintended acceleration problems and confirmed that the factory mats were installed properly.

Then on December 28th, 2009 I was driving to work on Route 78 in New Jersey. The car began to accelerate without my foot on the gas pedal. As I pushed on the brake, the car continued to accelerate. At that time I was not able to stop my vehicle by pressing on the brake pedal. The only way I was able to slow the car down was to put the car into neutral. I got off the next exit which was the exit for the dealership. Determined to get the car to the dealership and show them first hand that this was happening, I drove approximately 5 miles by alternating from neutral to drive and pressing very firmly on the brakes. On my way there I called them and asked for the service manager to meet me outside. As I pulled into the front of the dealership, I put the car into neutral and exited the car. With the brakes smoking from the excessive braking and the car's rpm's racing, the manager entered my car. He confirmed that the gas pedal was not obstructed, the mats were properly in place and that the rpm's were very high. They contacted a Toyota Tech to come to the dealership and look at my car. He arrived within a few hours.

The dealership had my car for 1 and 1/2 weeks. When I was told the car was ready to be picked up, I asked what problem they had found. I was told by the service manager that "per Toyota" they replaced the throttle body and accelerator assembly including 1 or 2 of the sensors. Since they could not tell me exactly what problem they found with these parts and why they were replaced, I started doing some research about Toyotas online. I came across Sean Kane's name in multiple articles I read and decided to contact him. When I reached him, I explained my situation and expressed my fear of driving this car in light of what just happened. I no longer felt safe in it since nobody could explain why the acceleration problem occurred in the first place. Sean did not have an answer for the cause and was surprised that the dealership replaced parts and witnessed it first hand.

I was then contacted by ABC News and they were interested in doing a follow up story on accelerator problems. ABC also confirmed with Toyota that the parts taken out of my car were sent to Toyota's Corporate offices to be evaluated. I agreed to an interview mainly because I wanted to help people understand how to safely stop a car by putting it into neutral. I continued driving my car out of necessity but refused to put my children in it.

About 3 weeks ago a local dealership owner, after hearing about my story, made me a generous offer on a new vehicle, as well as offered to pay off the balance of the loan on my Avalon. For my safety, as well as the safety of my family, I took him up on his offer.

Kevin Haggerty

Chairman TOWNS. Ms. Claybrook.

STATEMENT OF JOAN CLAYBROOK

Ms. CLAYBROOK. Thank you so much, Mr. Chairman. I appreciate the opportunity to be here. I'd like my whole statement in the record because I'm not going to have time to read it.

Chairman TOWNS. Without objection.

Ms. CLAYBROOK. I just want to highlight a few things and try not to be repetitive of other things that have been said today. The first thing I'd like to mention is that I do believe that Toyota has harmed its trust and confidence of the American people, and particularly with the document that has been mentioned at this hearing. One of the things that concerns me enormously is that there are no criminal penalties in the NHTSA statute. And I'm concerned about that because the Consumer Product Safety Commission has them, the Food and Drug Administration has them, the FCC has them.

In an article in the New York Times recently on foreign bribes and misleading, a company paid $400 million in penalties and has the threat of going to jail. So the penalties at this agency, which total $16.4 million maximum at this point, are way understated for the size of the companies that this agency is regulating. And so I hope that this will be something that will be taken up by the committee as a recommendation. I know you're not doing the legislative part.

I'd like to say for the people who have been victims of this—and Marcy Kaptur was very articulate about it; really, the only remedy they have, other than getting a new car and trying to forget the horrible experiences and loss of family and friends, is a lawsuit. That is really their only remedy. That is the only way that they can individually punish Toyota. Even that really isn't a punishment because it's just a financial penalty. But it's not really a penalty for the people who made the decisions. That's the reason that I'm interested in criminal penalties.

I would like to mention something about NHTSA and the revolving door. There are 28 former top officials of this agency that have gone to work for the auto companies in one capacity or another in the last 25 years. A former NHTSA administrator, several of them former chief counsels, former deputy administers, top engineers, and lawyers of this agency, have become the face and voice of auto manufacturers after they have left the agency. And they have left it way before——

Chairman TOWNS. Not just Toyota, but different companies.

Ms. CLAYBROOK. Not Toyota, but all these companies. Toyota has had several. But I'm talking about all of the companies. So it's not a small issue when people raise it. I just wanted to make sure that you saw the scope of that issue.

There's been a discussion of Toyota's secrecy, and I just want to say that I think this has less to do with their culture in Japan than it has to do with the fact that they are an auto company. All the auto companies are secretive. So it's an issue that is really crucial. And so is NHTSA. NHTSA is very secretive. Clarence Ditlow has filed probably more Freedom of Information Act requests to NHTSA. And Public Citizen, while I was the president, has litigated more than you can possibly imagine, for no good reason. I do think that is something that this committee may want to take a closer look at, is how secretive this agency has been.

One of the things that really got my goat was when I read in the October 5th filing by Toyota on the floor mat recall, October 5, 2009, is that they claimed they were doing this, but it wasn't a safety-related defect. Please. Sudden acceleration isn't safety-related? I mean it was so arrogant, what they did, and it was so unbecoming of a company that should have much more sensitivity than that.

The other action that they took, which I found very disappointing, was that they hired a litigation expert company to supposedly evaluate whether or not they have a problem with the electronics, and in fact the whole purpose of this company is to defend manufacturers.

In terms of NHTSA, I would just like to ask you to get more details about the financial information, because here is their budget document filed by the agency in this Congress, and what it shows is that, of their total budget, only 15 percent is for motor vehicles. Only 15 percent. The vast majority of it, 71 percent, is for grant and aid to the States, and another 13 percent is for highway safety research. And only 15 percent is for vehicle safety of the total budget of this agency.

And so when they say they can have 66 new positions coming up or that they are going to ask for more money, where are they going to ask for this money? Where is it going to be? So I hope that there will be a question asked about that.

The last sort of major point—and, by the way, this agency is the poor step-sister in DOT, because 95 percent of the deaths in Transportation occur on the highway, and they have 1 percent of DOT's budget. So it is a very grossly underfunded agency. It has been for far too long.

A lot has been mentioned about the event data recorders. I will hope that you followup on that. I don't know whether or not Toyota has looked at the event data recorders for the crashes that you've been hearing about. Have they looked at what the event data recorder said for the crash we just heard about or for the other 38 deaths and all those injuries? They haven't made it available easily in the United States. I will bet that NHTSA doesn't have that data. And that would help to elaborate what actually happened in those crashes and it wouldn't be "he said, she said,", it would be factual data.

The last thing is that when the Firestone-Ford Explorer debacle happened 10 years ago, Congress passed a new law called TREAD, and in there it required early warning systems to be established by the agency, which it did do. But it keeps it all secret. NHTSA is not transparent either. All of the information is kept secret. So if you have a problem and you go to see whether or not a company has given information to the agency about that particular make and model of vehicle and what the problem is, that is all you can find. But you can't get the number of consumer complaints, you can't get the number of warranty claims, you can't get the information about their field activities. And they don't even have the number of lawsuits filed in that particular case. So you're really disabled. And I hope that this transparency issue will become a key concern of this committee.

Last, I'd just like to say that some new safety standards do need to be issued. I've got them in my statement.

Mr. CUMMINGS [presiding]. Thank you very much.

[The prepared statement of Ms. Claybook follows:]

Statement of Joan Claybrook, President Emeritus, Public Citizen And former Administrator, National Highway Traffic Safety Administration

Concerning Sudden Acceleration in Toyota Vehicles

Before the Committee on Oversight and Government Reform
House of Representatives
Washington, D.C.
February 24, 2010

Mr. Chairman and Members of the Committee, my name is Joan Claybrook, I am President Emeritus of Public Citizen, a national public interest organization, and former Administrator of the National Highway Traffic Safety Administration from 1977 to 1981. I appreciate the invitation to testify today about the issues surrounding sudden acceleration and other Toyota safety defects. I also want to express my appreciation to the Committee and the staff for your hard work in gathering information essential for this hearing, for holding Toyota and NHTSA accountable, and for rescheduling it around our snowstorms.

First and foremost, Mr. Chairman, Toyota has lost the trust and confidence of many American consumers by its overt tactics to avoid recalling defective vehicles that can kill and injure its customers and other highway users. Toyota officials have viewed the avoidance of recalls, and delays or cutbacks in safety standards, as more about dollars and cents in its pocket than safety, as "wins" for the Toyota so-called "safety group". In its now infamous briefing for Mr. Yoshi Inaba in July 2009, Toyota staff estimated $100 million of savings from (1) securing an agreement from the National Highway Traffic Safety Administration (NHTSA) in 2007 to require only an "equipment" recall instead of a vehicle recall on the Camry and Lexus floor mats and (2) dodging a finding of a safety defect for the sudden acceleration of these vehicles.

The number of deaths documented by NHTSA from sudden acceleration crashes in Toyota vehicles now stands at 34, along with hundreds of injuries, yet the only penalty in NHTSA's statute for Toyota's knowing and willful refusal to initiate a recall to correct safety defects is a maximum $16.4 million dollar civil penalty. There are no criminal penalties for the company executives or agents. Compared to other consumer protection statutes such as the Consumer Product Safety Act, NHTSA lacks strong incentives for companies to comply with the law. Under that Act, any person who knowingly and willfully violated the mandatory provision of the Act is subject to criminal penalties of up to 5 years in prison and personal fines of up to $250,000.

This highlights the need for change in the NHTSA statute. Criminal penalties would add a large incentive for a company not only to say that "Our first priority is the safety of our customers" but to actually make decisions and carry out its business to achieve safety. And the civil penalty should also be raised with no maximum limit. A company the size of Toyota, the largest automaker in the world, must be fined $100 million dollars or more before it really flinches.

If Toyota had been an honorable company and recalled the defective vehicles when it first learned of the problems in 2003/2004, or perhaps even earlier, and taken steps to redesign subsequent production, many of the resulting deaths and injuries would not have occurred. Now the only remedy for the families of these Toyota victims is a product liability law suit and payment by Toyota for the death—a few dollars for each precious life. Toyota may be interested in trading dollars for lives, despite the likelihood of its products causing deaths and injuries, but its customers are not. Car buyers will pay for safety. For a company that built its reputation on quality and reliability, this is an embarrassing and dark chapter that I hope will result in major internal changes at Toyota, is a clear warning to other auto manufacturers who put profits before safety, and will result in new legislation for NHTSA. The victims deserve nothing less.

Further, there are additional issues that raise questions about Toyota's credibility. I would like to raise a few to reinforce the need for changes in the corporate culture and performance of this company.

For example:

1. **Questionable Scope and Timeliness of Toyota Recalls Are Unacceptable**: A number of deaths involving sudden acceleration that have been reported to NHTSA and Toyota involve vehicles that are not being recalled, for example, 2002- 2006 Camrys. NHTSA decided on February 16, 2010 to send Toyota three letters totaling 53 pages requesting information about the timing and the scope of its actions on sudden acceleration because so many questions have been raised about NHTSA's closure of preliminary investigations with little data and analysis. NHTSA is also belatedly evaluating electronic issues Toyota denies exist with the throttles and electromagnetic interference. This work has been initiated because so many experts believe there are electronic issues causing the sudden acceleration in the so-called "floor mat" recalled vehicles and because a number of crashes and deaths have occurred in them without any floor mat involvement. In short, the recalls need be stringently critiqued in terms of scope and timing, and possibly expanded to cover all of Toyota's defective vehicles, yet Toyota continues to deny there is an electronic problem.

2. **Revolving Door Influence on Safety Defects and Safety Rules**: About 25 top NHTSA officials have left the agency in the last 25 years to work for auto manufacturers in law and consulting firms. It's been a brain drain for NHTSA and provides the recipient manufacturers with significant advantages. We are here today because in several years ago NHTSA was persuaded to narrow the scope of its Toyota investigations according to sworn testimony of Chris Santucci, a former NHTSA

enforcement official hired by Toyota in 2003 (following another former NHTSA official, Chris Tinto, hired earlier by Toyota). Santucci was intimately familiar with the methods used by NHTSA in defect investigations and the agency's dependency on company cooperation because of lack of resources. As a result, the agency failed to protect the public with effective recalls of sudden acceleration vehicles, closing 4 of 5 investigations in which these two former employees represented Toyota. Toyota said: "No evidence of a system or component failure was found and the vehicles were operating as designed" — a slick statement that could be accurate but does not mean there is not an electronic glitch. Toyota's goal appears to be avoiding responsibility with these former government officials, not in doing a better job for the public.

3. **Toyota's Secrecy Thwarts Public Accountability:** Toyota's resistance to supplying NHTSA with information requested caused the agency in December 2009 to send top officials to Japan to insist that the company comply with the law and be forthcoming. Toyota has also resisted downloading data from Event Data Recorders (EDR) in its vehicles to discern the circumstances of a crash. These recorders note speed, brake application, acceleration and other information crucial to determining the circumstances of a crash. In liability cases it has resisted supplying such information, requiring the injured consumer to get a court order for the data. By contrast, U.S. companies regularly make EDR data available. Toyota also regularly requests confidentiality for information it supplies to NHTSA. Toyota's secrecy does not enhance its standing but suggests it has something to hide. NHTSA should reevaluate its confidentially rules and make more data routinely available to consumers as the President has urged.

4. **Floor Mats Cover Up the Real Solution**: As part of the fix in the "floor mat" recall for Lexus, Camry and Avalon vehicles, Toyota is installing a brake override system that will stop a vehicle experiencing sudden acceleration when the driver engages the brake. This suggests the acceleration problem is an electronic one because why go to the expense of an electronic override if the floor mat is the only problem and it has been fixed? It is long overdue for Toyota to investigate its electronic problem and fix their vehicles. On a related note, why is the brake override being applied only to these vehicles and not all vehicles being recalled for sudden acceleration? Curiously, Toyota has announced it will put the brake override in all new vehicles beginning at the end of this year. Many other manufacturers already offer electronic brake override as a safety precaution to protect against problems experienced with electronic throttles. In my view, all vehicles offered for sale in the United States should contain the brake override feature, but why has it taken so long for Toyota to do the right thing?

5. **Toyota Says Sudden Acceleration is Not Safety Related** In its October 5, 2009, letter to NHTSA announcing it was recalling 3.8 million vehicles (later revised to over 4 million) to address the risk of floor mat entrapment of accelerator pedals, Toyota said that although it was willing to identify the campaign as a safety recall in the owner communication about the campaign, "Toyota has not determined that the

vehicles...contain a 'safety-related defect" within the meaning of the federal vehicle safety laws. In other words, under pressure from the large number of complaints and deaths and injuries, the company was conducting a recall but still denying its vehicles are defective. This is a stunning failure of corporate judgment. Similarly, on January 8, 2010, Toyota in its notice about fuel tank corrosion in its Tundra pick up trucks said it did not consider the problem to be a "safety related defect." How can Americans trust a company like Toyota that plays semantic games at the expense of American lives?

6. **Mixed Messages Misleading the Public**: In a letter dated February 2, 2010, to James E. Lentz, President and Chief Operating Officer of Toyota Motor Sales, U.S. A., Energy and Commerce Committee Chair Henry Waxman and Oversight and Investigations Subcommittee Chair Bart Stupak requested clarification regarding statements made by Mr. Lentz on the NBC Today Show in which he said that Toyota had studied unintended acceleration events and it was clear there are two different issues: (1) the Fall 2009 recall to prevent entrapment of accelerator pedals in floor mats; and (2) the later recall in January 2010 dealing with accelerator pedals that stick. But these statements were inconsistent with Toyota official's representations on January 27, 2010, to Committee staff that causes of unintended acceleration are "very, very hard to identify" and that sticky accelerators were unlikely to result in full throttle acceleration. The Chairmen asked for clarification of these statements, documentation and analyses of the Toyota statements that electronics were not to blame for unintended acceleration.

7. **Toyota's Failure to Notify About Foreign Safety Fixes Delayed Safety Solutions for U.S.Consumers**: The law requires a manufacturer to report to NHTSA within 5 days any recall or safety campaign conducted in foreign countries on vehicles or equipment that are "identical or substantially similar" to ones offered for sale in the U.S. It appears that Toyota violated this law. In mid-August 2009 Toyota corrected sticking accelerator pedals in Europe after beginning an investigation in March 2009. It found that the accelerator could stick in a partially depressed position where condensation occurs. It justified this based on right-hand drive vehicles where pedals are near the heater duct. To fix the problem, it lengthened the arm of the friction lever and changed its material to prevent smoothing on European vehicles. Not surprisingly, Toyota says it received field technical information from the U.S. and Canadian markets which showed sticking accelerator pedals occurring from October to January 2010. Yet, Toyota did not tell NHTSA about this problem until January 21, 2010, a month after NHTSA visited Japan expressing concern over Toyota recall problems and months after the safety recall in Europe, not 5 days as the law requires.

8. **Toyota's Damage Control with a Friendly "Expert"**: Toyota recently commissioned Exponent to study Toyota and Lexus vehicles and components for concerns related to unwanted acceleration. However, Exponent is an engineering and consulting firm well known for defending corporate clients in product liability litigation when consumers are injured by defective products and producing corporation-friendly reports. This is exactly what it did for Toyota. This is hardly the

company Toyota should have hired for an "independent" analysis. Exponent says the ETCSi systems performed as designed but as professors and other independent experts have explained, the company did little real testing or analytical work. This is hardly the company that Toyota should have hired for a so-called "independent" analysis. Toyota is only going to regain public confidence if it uses truly independent outside experts to assess the electronic issue.

9. **Dealer Boycott & Corporate Censorship**: One-hundred-and-seventy-three Southeastern Toyota dealers, angry at reports on ABC television chief investigative reporter Brian Ross, have pulled their advertising from ABC affiliated stations because of his reporting. This is hardly the way to rebuild Toyota's reputation while it is under severe criticism for its failure to recall defective vehicles.

The Toyota story also reveals severe deficiencies in the performance over the last decade of the National Highway Traffic Safety Administration in the U.S. Department of Transportation. While it has taken strong initiatives in recent months under Secretary of Transportation Ray LaHood and the new NHTSA Administrator, David Strickland, brief comments on its deficiencies are essential as we look to the future of NHTSA's enforcement and rulemaking activities.

1. **NHTSA Has Become a Lapdog Not Watchdog**: NHTSA has been heavily dependent on manufacturers it regulates to cooperate with the agency and supply information. While NHTSA sends letters requiring response, it has not sent a subpoena that requires a full and complete response under threat of criminal penalties in decades. It also did not impose any penalties from 2004 to 2008, and the largest penalty the agency has ever imposed is one million dollars even though the TREAD Act of 2000 authorized a $15 million dollar penalty (now $16.4 with inflation adjustment). The agency also has not made a finding of a defect in over 20 years. In short, the agency has not asserted its hefty authority to serve as the federal cop on the corporate beat through demands for information from manufacturers, suppliers and dealers, through testing at its Ohio facility, through hiring the best experts worldwide and contacting consumer attorneys and their experts, as well as alerting consumers to supply information about their experiences. \Auto companies, including Toyota, treat the agency with contempt, failing to supply requested information, delaying actions requested, arguing against agency proposals, gloating when the agency backs off of proposed actions and boasting about its influence over the agency. This is a sad state for a crucial, and potentially potent safety regulatory agency. NHTSA's new leadership must change this sad state of affairs.

2. **NHTSA Has Failed to Implement New Authority**: The TREAD Act of 2000, enacted after the Firestone/Ford Explorer debacle, gave NHTSA new powers that it has routinely refrained from using. In addition to not using its higher civil penalty power of $16.4 million (which is still a meager amount for these multinational corporations), it has done little to take advantage of its new Early Warning Program. The purpose of this new system is to require manufacturers quarterly to alert the

agency when the company receives information about a death or injury in a particular make/model vehicle and to inform the agency about a suspected problem, the number of consumer complaints received by the company, the number of warranty claims and field reports, and the production numbers. In the past, the agency has routinely released these types of information in final reports on particular defects cases..

As the DOT Inspector General reported in 2004, NHTSA botched the creation of this electronic new system and then decided to keep early warning information collected by it secret. Two lawsuits by Public Citizen were needed just to give the public access to reports of deaths and injuries in the Early Warning system, but the other information is still kept secret by NHTSA. This needs to be changed immediately. It is not possible for the public to effectively oversee the agency without access to information about potential defects. As NHTSA's arbitrary rejection of petitions from citizens experiencing sudden acceleration reveal, citizens need to know early warning information to justify their petitions for defects investigations and to protect themselves from potential harm. Also, the Early Warning web page needs a major renovation. It is very difficult to get information about manufacturer reports and summaries of issues reported. Case in point: to this day, we still do not know the extent to which Toyota filed reports to the Early Warning system on sudden acceleration and whether NHTSA used this information on evaluating citizen defect petitions

3. **NHTSA is the Poor Step-Sister in DOT**. NHTSA's regulatory resources are meager both in terms of money and personnel and it has been falling behind for years compared to inflation. It is responsible for 95 percent of transportation deaths yet receives one percent of the DOT budget. NHTSA's FY 2011 Operations and Research budget (which includes enforcement) request (not including safety grants in aid to states) is $5 million less than Congress enacted for FY 2010, whereas grants to states will increase by $14 million over FY 2010. NHTSA needs at least $100 million more a year in budget dollars to carry out its congressional mandate.

   When I was Administrator in the 1970's, we had 119 people in enforcement, and we were still shorthanded. Today, with more vehicles containing more complex features and systems, there are 57 people in enforcement, including only 18 investigators. Consequently, there is a serious and disabling imbalance in resources between the regulatory agency and any company being investigated. Also there is an imbalance in knowledge and expertise, which is exacerbated by the lack of funding. For example, NHTSA has no software or electrical engineers on staff in an era when motor vehicles are increasingly electronic and software dependent. As a result, in addition to being ill-equipped to conduct thorough investigations of Toyota's sudden acceleration defect, it regularly closed promising inquiries after Toyota refused to acknowledge any electronic problems. This type of agency failure must be changed.

4. **A Federal Safety Standard on Event Data Recorders is Essential.** Event Data Recorders (EDR), or black boxes as we know them on airplanes, record the circumstances of a crash. Unfortunately, NHTSA decided to issue a voluntary EDR

standard that allows companies to choose whether to install black boxes and require that any installed recorders track certain types of information. Unfortunately, the implementation deadline for the tracking of information was postponed by NHTSA from the Fall of 2010 to the fall of 2012.

This standard needs to be updated immediately in several ways: to make black boxes mandatory, to expand the data collected, to require the uniform downloading of data (e.g., cable interface) so that police (as well as NHTSA) can affordably download the information in a routine way. Also, the standard should include protections against fire, water submersion and tampering, and a prohibition of on/off switches. Another needed change is the enhanced recording of rollover crashes (currently, only one event is recorded when multiple air bags deploy, which makes it difficult for investigators to conduct accurate post-crash analyses).

I cannot emphasize enough that data collected by event data recorders is a potential treasure trove of safety information. As owners of the information, vehicles owners should be educated by NHTSA about its potential to prevent injuries and save lives. In addition, it should be collected and turned over to NHTSA after any crash for statistical analysis, which would greatly support NHTSA research and evaluation in preparation for issuance of safety standards or defect recalls and enforcement. NHTSA now spends about $20 million a year on crash investigations and evaluations but this is extremely inadequate. EDR data is an inexpensive way of significantly enhancing NHTSA's analytical capacity.

5. **New Safety Standards Needed.** The Toyota cases have demonstrated the need for at least these new safety standards:

    - A new accelerator standard requiring fail-safe protection that updates the existing 1973 standard, which was written before the advent of electronically controlled accelerators.

    - A standard requiring electronic brake override in all automobiles.

    - A standard providing electronic magnetic interference protection.

Thank you, Mr. Chairman, for the opportunity to testify before the Committee today.

Mr. CUMMINGS. Mr. Ditlow.

STATEMENT OF CLARENCE M. DITLOW

Mr. DITLOW. Thank you, Mr. Chairman. Sudden unintended acceleration has always been recognized as a serious safety hazard. In 1971, General Motors recalled 6.7 million Chevrolets for defective engine mounts that caused sudden acceleration. That is the fourth largest recall ever. But the early sudden acceleration recalls, they were mechanical in nature. Easy to detect, easy to fix.

With the advent of electronic ignition and cruise controls systems in the late seventies and the early eighties, we began to see complaints that didn't happen of a mechanical nature. They were hard to find. In January 1989—and this is a fundamental problem with NHTSA's logic—the Department of Transportation's Transportation Systems Center did a major study into sudden acceleration and concluded that absent finding a defect that could cause the throttle to open, such as a failed cruise control, it must have been driver error. And in investigation after investigation after investigation after 1990, the agency took the position that they would close the investigation without a defect determination or recall if they couldn't find a mechanical problem that caused the throttle to open.

Beginning in 2001, though, the game changed with the introduction of electronic throttle controls. Complaints at the Center for Auto Safety, NHTSA, and Toyota went up fourfold. After that, NHTSA received five defect petitions, they opened three preliminary evaluation investigations, and two engineering analyses. But none of these investigations resulted in a single vehicle safety recall.

What happened, the investigations as a whole, though, show significant weaknesses in NHTSA's enforcement program, which Toyota exploited to avoid recalls until the tragic crash in San Diego that took the lives of Mrs. Lastrella's family. In the defect petitions, most consumer complaints were excluded because they were long duration events or where the driver said the brakes could not bring the vehicle to a stop. Not a single defect petition resulted in any recall. In the most crucial investigation, which was engineering analysis 07010, NHTSA commissioned a technical study and test at their vehicle research test center in Ohio to determine whether it was electronic controls or floor mats that caused it.

We FOIA-ed NHTSA for the results of that test, because their conclusion was it's only floor mats; there's no EMI interference, there's no electronic control problem. NHTSA responded to that FOIA by saying they don't know how they did the test, they don't know what they measured, and they had no test data. In other words, they had nothing other than a conclusion.

Now as an engineer, which I am, you keep lab books, you enter the data, you enter the test procedure. NHTSA had nothing. Yet that report was what enabled NHTSA to do an equipment recall of the Lexus. But look at that equipment recall. It resulted in 55,000 vehicles on floor mats. It was designed to fail. The completion rate in the recall, as Representative Issa was interested in earlier, was 40 percent; 60 percent of the mats still had never been replaced.

The only other investigation that resulted in anything was a safety improvement campaign. What's that? That's not even a safety recall. It's just something where the manufacturer says, There's no safety defect; we're not going to even comply with—be subject to the part 573 in the Safety Act requirements.

And so when we look at all this from 2001 to the October 2009 floor mat recall, which was generated by the San Diego crash—not by an investigation, not by anything else. All they got was an equipment recall, which Toyota told in its internal memo that it saved the country $100 million.

The other thing that we filed a FOIA for is the early warning system. After TREAD, as Joan indicated, Congress established an early warning system. It was supposed to prevent more tragedies, like Ford-Firestone. It didn't. We have been told there are hundreds of investigations under early warning. The agency won't even give us a list of the investigations.

Now, we have a number of recommendations for moving forward to improve this process. Here's what needs to be done. For NHTSA, it needs to require all responses investigations to be sworn. Just simply say the information in here, is truthful under penalty of perjury. Not a subpoena, just a statement or affidavit that it's true. Make the early warning investigations public, make the minutes public, revamp and revise their NAS systems so we have more crash investigations to find out what happens in crashes.

Finally, they need to do a comprehensive evaluation of electronic controls and adopt safety standards, including the requirement that every vehicle have brake override.

For Toyota, we just have a few recommendations. First of all, install the brake override in all the vehicles. Open up the public record in these investigations so we can see. Finally, for every consumer who files a complaint, and there's only been 2,500, give that consumer a report and evaluation on what happened in their car and tell them what they did to fix it.

Thank you.

Mr. CUMMINGS. Thank you very much.

[The prepared statement of Mr. Ditlow follows:]

Statement of Clarence M. Ditlow
Executive Director, Center for Auto Safety
On Toyota Sudden Unintended Acceleration
Before the House Oversight & Government Reform Committee
February 24, 2010

Mr. Chairman and members of the Committee thank you for the opportunity to testify on sudden unintended acceleration in Toyota vehicles and the regulatory response of the National Highway Traffic Safety Administration (NHTSA). The Center for Auto Safety (CAS) is a consumer group founded by Consumers Union and Ralph Nader in 1970 to be a voice for consumers on auto safety.

Sudden unintended acceleration has always been recognized as a serious safety hazard. The very first recall obtained by NHTSA's Office of Defects Investigation (ODI) was on a throttle sticking open in Chrysler vehicles (ODI Investigation 003). The first large and still the fourth largest recall ever was for 6.7 million 1965-70 Chevrolets with defective engine mounts (71V-235). Early sudden acceleration recalls involved mechanical failures that were easy to detect and remedy. Beginning in the late 1970's, electronic controls began to be introduced in vehicles which made it difficult to detect the cause of a sudden acceleration event.

In the mid-1970's NHTSA anticipated the increased use of electronics in vehicles and potential hazards associated with their use beginning with the use of electronic ignitions in 1975. Lacking resources and personnel to adequately evaluate electronic controls, the agency contracted with the Institute for Telecommunications Sciences to assess the potential and methods for electronic magnetic interference (EMI) to cause malfunctions in the electronic controls in vehicles.[1] In a second research phase, the Institute produced Guidelines for Electromagnetic Compatability (EMC). [2] Although the agency intended to develop safety standards for electronic controls, no standards were issued.

With the advent of electronic ignition systems and cruise control systems in the late 1970's and early 1980's sudden acceleration complaints without clear mechanical failures began to appear. NHTSA opened more and more sudden acceleration investigation. Some resulted in recalls for electronic control failures. The first two Toyota sudden acceleration recalls were for replacement of the cruise control computer which could cause sudden acceleration on start up (86V-132, 90V-040). Just like today, CAS filed a defect petition (DP86-08) on the vehicles recalled in 1990 which was denied because there wasn't a "reasonable possibility" that a recall order would issue. Like today, more complaints occurred and led to a new investigation (PE90-021) and a recall.

As investigations mounted into sudden acceleration in a wide range of vehicles, in January 1989 DOT's Transportation System Center (TSC) conducted a review of sudden acceleration in which it concluded that absent evidence of throttle sticking or cruise control malfunction, driver error must have caused the sudden acceleration.[3] The studies by the Institute for Telecommunications Sciences in 1975 and 1976 studies and their detailed analytical methods were neither cited nor used. TSC also did not look at electronic throttle control or computer software malfunctions.

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[1] NHTSA Study: "Investigation of Electromagnetic Interference Effects on Motor Vehicle Electronic Control and Safety Devices" - Oct. 1975

[2] NHTSA Study: "Electromagnetic Interference Effects on Motor Vehicle Electronic Control and Safety Devices, Volume I - Summary" ; NHTSA Study: "Electromagnetic Interference Effects on Motor Vehicle Electronic Control and Safety Devices, Volume II - Measurements, Analysis and Testing"; NHTSA Study: "Electromagnetic Interference Effects on Motor Vehicle Electronic Control and Safety Devices, Volume III - Automotive EMC Guidelines" - Nov. 1976.

After the TSC study, NHTSA adopted the position that absent physical evidence of a malfunction in the cruise control or throttle mechanism, it was driver error. Based on TSC's finding that brakes could stop a vehicle suddenly accelerating from start up, NHTSA ruled out complaints that the brakes failed or could not stop a sudden acceleration from start up as driver error. A classic example of NHTSA's use of the TSC study is its denial of a defect petition (DP03-003) into sudden acceleration in 1997-00 Lexus LS and GS model which had mechanical accelerator cables:[4]

"At the conclusion of TSC's effort, comprising thousands of person-hours gathering data, comprehensively testing vehicles including their systems and equipment, interviewing owners and drivers, and inspecting crash scenes and the vehicles involved, a report was released with the following conclusion: "For a sudden acceleration incident in which there is no evidence of throttle sticking or cruise control malfunction, the inescapable conclusion is that these definitely involve the driver inadvertently pressing the accelerator instead of, or in addition to, the brake pedal."

Beginning in 2001 with the introduction of electronic throttle control (ETC) in 2002 Camry and Lexus ES300, consumer complaints increased by 4-fold in Toyota and Lexus models. In response NHTSA received five defect petitions of which it denied four and granted one. It opened three Preliminary Evaluation (PE) investigations, two of which became Engineering Evaluations. None of these investigations was concluded with a vehicle safety recall. The investigations as a whole show significant weakness in the NHTSA enforcement program which Toyota exploited to avoid recalls until the tragic crash in San Diego in August 2009 that resulted in 4 deaths in a Lexus driven by an experienced highway patrol officer who was unable to bring the vehicle to a stop.

Investigation	Year/Make/Model	Outcome
DP04-003	2002-03 Camry, Camry Solara, Lexus ES300	PE04-021
DP05-002	2002-05 Camry, Solara, Lexus ES	Denied
DP06-003	2002-06 Camry, Solara	Denied
DP08-001	2004-08 Tacoma	Denied
DP09-001	2007 Lexus ES350, 2002-03 Lexus ES300	Denied
PE07-016/EA07-010	2007-08 Camry, Lexus ES350	07E-082
PE08-025/EA08-014	2004 Sienna	Safety Improvement Campaign

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[3] "An Examination of Sudden Acceleration," HS-807-367, Jan. 1989 – Main Report, App. A-D

[4] Defect Petition DP03-003 Denial

In the defect petitions, most consumer complaints were excluded because they were long duration events or where the driver said the brakes could not bring the vehicle to a stop. Not a single defect petition resulted in a recall. The one that was granted (DP04-003) and became an investigation (PE04-021) was closed without a recall after NHTSA excluded most complaints.[5]

In the most crucial investigation, PE07-016/EA07-010, the agency conducted a test of a 2007 Lexus ES350 to: "Determine whether reported incidents of unintended acceleration were caused by a vehicle system malfunction [electronic controls] or mechanical interference [floor mats]." Later during DP09-001 which the petitioner asked the agency to look at causes of unintended acceleration other than mechanical interference such as electronic controls, the agency used the test report from EA07-010 to deny the petition without even sending a single information request to Toyota.

According to NHTSA, this should have been the definitive test of whether it's floor mats or electronic controls.

"ODI and VRTC also conducted design reviews and testing to evaluate the possibility of other potential causes of unintended acceleration in the subject vehicles. Some of this work is summarized in the following excerpt from the VRTC test report:

The Vehicle Research and Test Center obtained a Lexus ES350 for testing. The vehicle was fully instrumented to monitor and acquire data relating to yaw rate, speed, acceleration, deceleration, brake pedal effort, brake line hydraulic pressure, brake pad temperature, engine vacuum, brake booster vacuum, throttle plate position, and accelerator pedal position. Multiple electrical signals were introduced into the electrical system to test the robustness of the electronics against single point failures due to electrical interference. The system proved to have multiple redundancies and showed no vulnerabilities to electrical signal activities. Magnetic fields were introduced in proximity to the throttle body and accelerator pedal potentiometers and did result in an increase in engine revolutions per minute (RPM) of up to approximately 1,000 RPM, similar to a cold-idle engine RPM level. Mechanical interferences at the throttle body caused the engine to shut down.

Yet when CAS filed a FOIA for the test results and test procedure, NHTSA said it had no test data or any records of test procedure. NHTSA couldn't say what it did, how it did it or what the results were.[6] To make matters worse, Toyota agreed to only do an equipment recall of 55,000 all weather floor mats. That was a recall destined to fail. The notification letters to owners did not even require the vehicles be brought in for inspection to see what mats were in the vehicles or how they were secured. That saved Toyota $100 million in recall costs. The only other investigation that resulted in an action was PE08-025/EA08-014 which resulted in a Safety Improvement Campaign which is not even recognized under the Motor Vehicle Safety Act. The first Safety Improvement Campaign came in 1995 when Chrysler balked at recalling minivans for tailgates that spring open in low impact crashes and killed over 40 people. They are not subject to any sanctions under the Safety Act if they are not carried out. They are not safety recalls and they are not as effective as safety recalls in getting defects remedied.

From 2001 to the October 2009 floor mat recall (09V-388) generated the San Diego crash, all NHTSA's enforcement effort got was an ineffective equipment recall that saved Toyota $100 million.

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[5] NHTSA Memo Restricting Scope of PE04-021 Investigation

[6] CAS Letter to NHTSA Administrator David Strickland - 2/2/10

Why? First, Toyota knew the investigatory system and exploited it. Only some acceleration complaints were submitted. It knew the agency had limited resources and agreed to do remedies less than a full vehicle recall because the agency would move on to other investigations. Toyota didn't tell the agency about foreign recalls for floor mat interference with the gas pedal that would have caused more emphasis on an earlier vehicle floor mat recall. Toyota requested confidentiality for a wide range of materials that prevented full public scrutiny of the record.

The agency itself relied too much on its outdated January 1989 sudden acceleration study that was done on 1980's vehicles which did not have the complex electronic control systems in today's vehicles made 20 years later. After the TREAD Act was passed, Congress required NHTSA to set up an Early Warning Reporting System (EWR) to prevent another Ford-Firestone crisis that led to TREAD. Obviously, it didn't work because we now have Toyota sudden acceleration. We don't know whether there are data in EWR on Toyota sudden acceleration and what use NHTSA made of it. The Center filed a FOIA for all EWR investigatory files and lists of EWR investigations but NHTSA responded by asking us to pay $55,000 in advance.[7] We limited our requests to just lists of EWR investigations but no response yet. In order to assess NHTSA performance, EWR investigations must be made public.

In 1990, Congress considered but did not pass HR 5099 which would have required:
(a) STUDY- The Secretary of Transportation shall enter into appropriate arrangements with the National Academy of Sciences to conduct a comprehensive study regarding the use of electronic and microprocessor systems in automobiles and the risks associated with such use.
(b) COMPONENTS- In conducting the study referred to in subsection (a), the Academy shall--
(1) analyze the safety risks associated with electronic and microprocessor systems directly controlling automobile functions, such as engine speed, acceleration, and braking ability;
(2) identify potential safeguards that could be incorporated into automobile designs to prevent the occurrence of incidents caused by radio frequency interference or electromagnetic interference, including the feasibility of utilizing redundant computer circuits;
(3) analyze the potential costs and relative feasibility of such safeguards; and
(4) develop standards for the importation into and sale in the United States of automobiles utilizing electronic and microprocessor systems.

In addition to stronger enforcement, HR 5099 serves as an important guidepost to what must be done to prevent more Toyota sudden acceleration crises from happening. NHTSA must develop the ability to set standards in advance of technology being integrated into vehicles so that the safety of consumers is protected. Toyota itself must rededicate itself to the principles of sound engineering and reliability that hallmarked it in the 1980's and 1990's. When the Camry was introduced in 1983, it had a number of major defects including pulsating brakes, engine and transmission failures. Rather than hide the defects and avoid responsibility, Toyota redesigned the systems, notified consumers and reimbursed them for failures. Toyota reached out to consumer groups like the Center for advice on the problems. Toyota needs to go back to resolving problems not avoiding responsibility.

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[7] CAS FOIA Request Re: Early Warning Reporting and Death Inquiries - 11/2/09; NHTSA Response to CAS FOIA - 12/16/09

Mr. CUMMINGS. Let me just start off the questions. Ms. Claybrook, you told the committee staff that all of this seems to represent a failure of regulation. What's been wrong with NHTSA's approach to the issue of sudden unintended acceleration?

Ms. CLAYBROOK. I think they lack leadership. I don't think there was an enforcement mentality. This agency is a cop, it's a policeman. It should act like a cop. If it's not popular, that is just too bad. They should be a cop. I think that there has been great improvement since Secretary LaHood took over, and David Strickland, but for the past decade there were one investigation after another closed. No real explanations.

The agency is grossly underfunded. It never used any of its subpoena power. It rarely hired an outside consultant to help it. It didn't put out public alerts. Thirty thousand complaints that Secretary LaHood talked about. When I was there, there were 200,000. Why were there? Because I put out consumer alerts all the time. I asked the public to come in and tell us about things. We had 23,000 complaints on one Ford defect. We valued those consumer complaints because that's the richest, freest information you'll ever get on what's happening in the highway.

This agency has just been—I don't know whether its been beaten down or just didn't care or whether it didn't have any enthusiasm, but it certainly didn't have any leadership. There was no caring by the top staff of that agency that says, Tell me what's going on with these. Give me a weekly report. I want to know every case that's happened. I want to know the number of deaths, I want to know the number of industries. And let's put out some consumer alerts to alert the public.

And on the early warning issue, the fact that Public Citizen had to sue the agency twice in the mid-2000's in order to even get just the vehicle, the make and model of the vehicle, and the problem put in the public record. It's ridiculous. This whole program was meant to be public. And if the public knows what's going on, they're going to tell you. As you've heard today, they're going to give you information that is rich. And the agency should do its job.

Mr. CUMMINGS. I'm sure you heard the testimony of Secretary LaHood. He said that they were trying to bring on 66 new employees, I assume to do the followup on some of these complaints. From what you know, do you think that is a sufficient number of folks to bring in to do what they need to do?

Ms. CLAYBROOK. Well, no. The agency has always been understaffed and underfunded. When I was——

Mr. CUMMINGS. When were you Administrator?

Ms. CLAYBROOK. In the Carter administration. And when I was the administrator, we had 119 employees in the entire Enforcement Office. Today, there are about 30 less than that. That is for standard enforcement as well as for defect enforcement.

So there are only 18 investigators in the Defects Office for the whole country and all automobile defects. And there's only 57 employees just in the Defects Office. So it is not enough.

But the key issue to me is how is it going to be allocated. Because, as I mentioned to you, 71 percent of the money this agency gets now goes in grants to the States. Only 15 percent of that money, which is $132 million a year, that is the total budget for the entire Motor Vehicle program at the Department of Transportation to do research, to set standards, to do litigation cases that they have that come up, to investigate defects, to investigate safety standards.

So I say it needs another hundred million dollars, minimally, right now. I also think that it needs to be able to impose penalties against companies in that range as well, because $16.4 million is chump change to Toyota.

Mr. CUMMINGS. Mr. Ditlow, you said that NHTSA has relied on an outdated sudden acceleration study; is that right?

Mr. DITLOW. Yes.

Mr. CUMMINGS. How do you think that's affected them? So they are not up to date with regard to that issue?

Mr. DITLOW. I'm sorry? No, they are definitely not up to date on sudden acceleration. They did more in studies in 1975 and 1976 than they have since then. The only study they did was one that was aimed at showing that it was driver error that was causing sudden acceleration, not electronics.

There are twice as many vehicles on the road today and the vehicles are five times as complex. The job is enormous, and their staffing and resources are down.

Mr. CUMMINGS. I see. If there's a message that you want to deliver, Mr. Haggerty, what would that be to NHTSA? And you, Mrs. Lastrella, what would be your message?

Mrs. LASTRELLA. I beg your pardon?

Mr. CUMMINGS. If there was a message that you want to deliver to NHTSA, what would that be?

Mrs. LASTRELLA. Full capacity of investigation by NHTSA.

Mr. CUMMINGS. Mr. Haggerty.

Mr. HAGGERTY. I think they need to take the investigations more seriously. I was contacted by NHTSA from Scott Yon. He seemed very interested in my case. He also copied several other people in his agency. He also mentioned they may be interested in taking a look at my car to see if there was anything else that may be contributing to the acceleration problems, with the electronics, and they wanted to dig into it. And they seemed very interested.

And I never heard from them after the one conversation we had. I sent him an e-mail telling him I was planning on selling my car. If you're interested in taking the car and taking a look at, please let me know. I never heard anything back.

I just wish they would take some of the complaints very seriously, from the dealership on up, once they get a complaint from the dealership, to contact Toyota and take it seriously and really dig into it and find out how the problem is and how to correct it.

Mr. CUMMINGS. Mr. Issa.

Mr. ISSA. I'd ask unanimous consent that the prepared written statement of John Saylor, the deceased father, be placed into the record.

Mr. CUMMINGS. Without objection.

[The prepared statement of Mr. Saylor follows:]

JOHN L. SAYLOR

OVERSIGHT AND GOVERNMENT REFORM COMMITTEE

Chairman Towns, Congressman Issa and Members of the Committee, thank you for inviting me here today to testify relating to Toyota's recalls as they relate to the deaths of my family members. I regret that I am unable to appear due to the ill health of my wife, Nancy. Therefore, I am submitting the following statement.

My name is John L. Saylor. I am a retired police officer, having served in the St. Louis Metropolitan Police Department for forty-plus years. I have been retired since January of 2004, and currently reside in Union, Missouri.

On August 28, 2009, my son, Mark Wesley Saylor, 45, my daughter-in-law, Cleofe Lastrella Saylor, 45, my granddaughter, Mahala Manda Saylor, 13, and Cleofe's brother, Chris Lastrella, 38, died in a motor vehicle accident that occurred at State Route 125 and Mission Gorge Road in Santee, California.

According to a San Diego County Sheriff's report, Mark was operating a 2009 Lexus ES 350, a loaner vehicle from Bob Baker Lexus in nearby El Cajon, while his vehicle was being serviced. The report reflects that according to a 911 call made by Chris Lastrella, the vehicle in which they were riding was going north on (State Road) 125 approaching Mission Gorge and the accelerator was stuck. Chris stated the vehicle was travelling 120 miles per hour and they had no brakes. The report further reflects that, according to witnesses, the driver (Mark) was maneuvering successfully throughout traffic with the emergency flashers on, to avoid other vehicles present. At this time the vehicle exited State Route 125 at Mission Gorge Road, struck another vehicle, catapulted over an earthen berm and overturned several times before coming to rest in a dry creek bed. The vehicle caught fire and all occupants died instantly. A further investigation by the Sheriff's Department revealed that the vehicle had an oversize front floor mat on the driver's side, which was found to have been adhered to the bottom of the gas pedal.

Mark Wesley Saylor was born in St. Louis Missouri on July 20, 1964. After graduating from Eureka High School in St. Louis County, he enlisted in the U.S. Air Force in 1983 and served four years. He had tours of duty in Air Force Bases in Okinawa, North

Dakota, and California. After having been discharged from the Air Force in California, Mark entered the California Highway Patrol Academy and graduated on October 5, 1989. He subsequently served in the Patrol in the Los Angeles, El Cajon and San Diego areas until his death. In his last assignment in the San Diego Office, his duties consisted of conducting safety inspections of school buses, ambulances and tow trucks. As such, he was quite familiar with issues regarding vehicle safety and equipment.

Mark met and later married his wife, Cleofe, in 1995. Mark loved to play baseball and softball, was an avid sports fan, and helped to coach his daughter, Mahala's, soccer teams. He loved to discuss spiritual matters, politics and sports. He was very much devoted to his family, who resided in Chula Vista.

Cleofe Lastrella Saylor was born on May 30, 1964 in the Philippines. She grew up on Midway Island and in the San Francisco Bay area. She graduated with a B.A. in Biochemistry from the University of California, Davis. Throughout her career, she worked at various biotechnology and pharmaceutical companies, including Calgene, IDEC Pharmaceuticals, and lastly as a senior research associate at Ambrx in La Jolla, California.

Mahala Manda Saylor was born on February 1, 1996, in San Diego, California. She was an active child and loved to play soccer. She participated in club soccer and led her team as its captain. Mahala enjoyed her time in school and was an excellent student. She started school at Southwestern Christian Elementary and continued on to St. John's Middle School. She was due to start high school at Mater Dei Catholic High School in the fall of 2009.

As a result of this accident, my life has been greatly impacted. The loss of my only son, daughter-in-law and granddaughter has created a void in my life. The members of this little family are impossible to replace. The grief and sorrow that I initially experienced has waned somewhat; however, it is still present. I have finally come to realize that I won't be able to speak with Mark anymore to discuss various issues of common interest.

Our families won't be able to visit each other in the future to enjoy one another's company.

Moreover, I won't be able to attend Mahala's high school graduation or possibly her wedding. I will miss her beautiful smile; her soccer games and watching her grow into a beautiful lady. It saddens me to realize that our family tree ends at this point.

It is difficult to obtain closure in this matter, with the almost-daily news articles in print and television broadcasts pertaining to Toyota's recalls. At times, while driving, if I observe a Lexus vehicle, my mind revisits the tragedy that happened to our family.

It is my fervent hope that as a result of these committee hearings, it can be factually determined whether Toyota is either willing or able to correct the perceived mechanical failures of their vehicles, so as to avoid the loss of life or limb to other drivers and occupants in the future. If such is the case, members of my family will not have died in vain.

I wish to thank the members of this Committee for addressing these vital safety issues.

Sincerely,

John L. Saylor

Mr. ISSA. Mrs. Lastrella, once again, our condolences. I had an opportunity also to be asked to pass on again deep regret from Bob Baker, the elderly 50-year car dealer, who simply was the unfortunate owner of the dealership that provided the loaner car to your daughter and son-in-law.

There are many victims that we are dealing with in this tragedy, in this group of tragedies, but none touches us in San Diego more closely than the loss of your family.

We are here today I think trying to get to the bottom of an agency's failures.

And, Ms. Claybrook, I am deeply concerned that the agency that you administered back in the 1970's has become complacent. And I would like to be fair to them and I would like to run just a line of questioning and then talk about some of the things that should be done to revitalize it.

In 1975, a study was done just before you became the administrator that estimated that about 50 percent of all auto accidents were alcohol related; 93 percent of all crashes were directly or indirectly related to the individual drivers; and approximately 13 percent were mechanical or vehicle related. And in those days, as you and I recall, a lot of cars were driving without automatic self-adjusting brakes and most had drums. So no surprise that vehicles were more a part of it. And there were 51,000 deaths in 1980, the last year of your administration, and that was 3.35 per thousand.

Now, the good news. Today, about one-third of all fatalities are estimated to be alcohol related. In 2008, there were 37,261 fatalities, even though our population has grown greatly, and that is about 1 per, 1.27, I should say, per thousand. Or actually so call it. And about 2 percent of automobile fatalities are estimated to be directly related to the vehicle failures, meaning we have gone from 13 percent where the car is at fault to 2 percent.

Ms. Claybrook, I believe that probably a lot of what NHTSA is dealing with is the fact that cars are simply a lot better and less likely to fail. And, what Mr. Ditlow has said is, they are also harder to find those failures when they occur.

You heard Secretary LaHood earlier today answering questions about transparency of the agency, looking around the world so that this problem or problems that had been detected and changed differently in Japan, detected and dealt with in Great Britain sooner than in this country. And had they been done, no doubt in my mind, your family would still be alive.

Do you believe, first of all, that the Secretary is going to be able to make those changes within the budget and the present constraints, if you will, of the law; and, if not, what we need to do to help him make those changes?

Ms. CLAYBROOK. Thank you so much for your question, Mr. Issa. There is a lot of information in what you said.

Mr. ISSA. I don't want to mislead people. Cars are safer, but they are not as safe as, obviously, they could be if the agency you once shepherded was doing a better job.

Ms. CLAYBROOK. And there's also different things. For example, there's 10,000 rollover deaths a year that virtually didn't exist when I was the administrator because we didn't have SUVs.

Mr. ISSA. And we had long gas lines then, too.

Ms. CLAYBROOK. Well, I issued the toughest fuel economy standards you'll ever see, and Lee Iacocca can tell you that.

But, yes, there has been a reduction in deaths and injuries, and it is actually a little bit lower right now because of the recession. If you look at the economy and deaths on the highway, they sort of track each other.

But I think that the vehicle safety standards that we have, particularly air bags and safety seat belts, now that are used by the vast, vast majority of public have made a huge difference in the safety, and the campaigns that have been launched and the laws that have been passed on drunk driving have made a huge difference in that area. And those are big, big issues.

I still think that there are a lot of issues that haven't been addressed in terms of safety standards.

And then we have, in the defects area, for example, in the Ford Firestone case, there were over 200 deaths. And I believe that the 34, 39 deaths we know about now in the Toyota case is probably going to triple by the time all the information comes in, because it—a lot of people don't tell you that it happened.

In terms of big changes, I think that the agency needs a lot more money. It has, I think, a meager budget for the work it is required to do, and as I said I think it needs $100 million more. And I know that's maybe pie in the sky, but I think that ought to be the goal fairly soon.

Second, the agency collects data in a very old-fashioned way. It collects data by doing accident investigations, SWAT teams as Mr. Toyoda said. But they were supposed to collect huge numbers of crash data, maybe 20,000 crashes a year. They are now only under the funding able to collect 4,000.

The reason I focus so hard on the data recorder, the black box, is because the black box could be not only the liberator of information about what happened in particular crashes; it could become the data source for the agency and very inexpensively, because it is quite accurate. And so it should be mandatory. It should collect a lot more data. And that data should automatically go to the agency. And if it did, then they could take that $20 million they now spend on crash investigations and do analyses and fill in, in little gaps.

So there's some very special things that this agency should do right now, and I believe that my testimony also elaborates on that.

Mr. ISSA. Thank you.

And, Mr. Chairman, I would ask just to be able to ask a question for the record very briefly.

Secretary LaHood was, let's just say, not completely prepared to answer the questions related to, when we do a recall, how few actually in the ordinary course get implemented versus people get the letters, they don't see the significance, and they get lost. Would you answer for the record your view of obviously, then, now, and how we could change that?

Ms. CLAYBROOK. Well, it's about 75 percent, 74 percent. That is the best. We never have 100 percent. The newer the car, the cheaper the fix, the more likely there is to be a recall and the higher the returns are, except in examples like this, which are so unusual where people are scared to death, so they bring the car in to get it fixed.

The agency does get quarterly reports—I mean, quarterly reports for six quarters after a recall is announced, so it knows what the progress is of the company in getting these cars fixed. And it can extend that. It can also require the company to send out a second letter. It can also require them to do advertisements and other things like that to publicize it if it is particularly needed.

I think that one of the key issues is how the letter is written to the consumer. When I was administrator, I reviewed all those letters and they had to say “alert,” “safety.” You know, now they are sort of smudged down so that they don’t, as some people say, they don’t scare the consumer. I want to scare the consumer. I want them to bring that car in to get it fixed.

And it is also how the dealer reacts to it. Sometimes the dealers are underpaid, and when they are underpaid, then they make that the last thing that they do. Sometimes the manufacturers don’t make the parts on time, so the letter goes out, and you can’t get your car fixed for 6 months or 4 months, and so people then don’t do it.

So there are a lot of factors. And I think that there was an investigation by the Inspector General of DOT in 2004, I would commend that to you to look at, in which he talked about this process, the early warning system and getting the defects office activated. And I think that maybe another IG report on what NHTSAis doing and could do to enhance the repairs of these vehicles would be very worthwhile.

Mr. ISSA. Thank you.

Chairman TOWNS. Thank you very much.

And let me also again thank you so much for your testimony.

Let me begin by asking you, Ms. Claybrook, and also Mr. Ditlow, NHTSA missed many warning signs regarding sudden unintended acceleration. Further, it appears that the agency was caught completely by surprise when Toyota began a series of recalls. I thought these problems were solved after the Ford Firestone fiasco, but clearly they were not, according to this.

What specific changes must be made at NHTSA so we don’t see this again? Is it a resource issue, or is it a lack of commitment? Or it is they just hope that things will just sort of go away and they won’t have to deal with it?

Ms. CLAYBROOK. I think there is a wonderful phrase that you can lead a horse to water, but you can’t make them drink. And I think there are some changes that could be made. But I think it is a leadership issue. I think it is whether or not there is an interest by the administrator and the Secretary, and an insistence that this part of the agency be well-funded and that there be weekly reports on exactly what is going on with all the defect cases they have, so that the administrator knows that some cases have been pending for 2 or 3years, or they have been closed without a really good explanation for why they were closed.

So I think that part of it is administrative. Part of it is transparency. If this stuff was all up on the Internet, if it was easy to find—their Web page is disastrously difficult to use. The early warning system doesn’t even summarize things for you, so you have to spend hours digging through it to try to find anything out. If the agency helped with the transparency so that a person, like Mr. Haggerty, who has a problem could go easily to their Web page and find out if other people had that problem, and then there would be the ability of the citizens to push harder as well. And also the Congress would know. You know, your staff could check it every week: What is the progress of this agency in doing its job?

So I think transparency is a huge issue. I think criminal penalties are a big issue, because that puts an incentive to the manufacturer not to get caught and have to go to jail. And when executives know there are criminal penalties in the statutes, they behave differently. And I think there needs to be a heavier penalty, and there needs to be better funding.

Mr. DITLOW. In addition, the agency used to publish monthly press releases on all the pending investigations that went out to the media with a summary of each one. They need to redo that again. The agency used to make public the names and addresses of consumers so you could contact them and get information like, are the—were the floor mats in your car? There os a check box on a complaint form for the manufacturer to get a complaint, but there's no check box on that form for the consumer to make the entire complaint public.

Ms. CLAYBROOK. Make that clear, this is a form filled out by the consumer. So they would say, yes, it's OK for you to make my name public. They now say it's OK to send it to the manufacturer, but here they would have to say it's OK to make it public. And then, as Clarence says, we could have called Mr. Haggerty or whatever and found out.

Mr. DITLOW. There's case after case in the early days where we got expanded recalls by going to the consumer and rebutting the information that the manufacturer had put in. And the other way to do that is to talk to the consumer. But if you can't get to the consumer, you can't do it. There needs to be a restoration of that check function of the outside public to look at what the agency is doing. The agency wants to operate behind closed doors.

And one other thing is minutes. They have minutes of meetings of the manufacturers where the only thing you see are the list of the attendees. They should be required to have detailed minutes of what went on behind closed doors with the manufacturer and investigations.

Chairman TOWNS. Let me ask you this. In response to a letter I sent to Toyota regarding the possible causes of sudden unintended acceleration, Toyota cited a report, of course, as to why it did not believe that an electronic malfunction is to blame for sudden acceleration. Is this a serious study? And do you think its methodology proves that the sudden acceleration problem is not caused by an electrical malfunction?

Ms. CLAYBROOK. Is this the Exponent's report?

Chairman TOWNS. That's correct.

Ms. CLAYBROOK. Right. Well, I don't think that it's a serious study, and Toyota has now said that it's an ongoing study. This is not a company that I would go to if I were seriously interested in trying to find out the answer to a problem. This is a company that

Toyota went to, to justify what it did, and that is the purpose of this company. That's what it does.

Chairman TOWNS. Why wouldn't you go to them?

Ms. CLAYBROOK. I don't know why they did it. I guess they were in a defensive mode. And normally what this company does is it protects companies that are sued in product liability litigation. That's the purpose of this company and—or, a large part of it. And so that's what it was attempting to secure was justification for what it had done. If it was really seriously interested in a fresh approach and a fresh look, I think it could have gone to a lot of other people in the United States, including Mr. Gilbert who testified yesterday.

Mr. DITLOW. General Motors once hired the same firm to do an analysis of fuel tank fires in GM vehicles. And they did such a misleading analysis that the president of General Motors had to make an apology for the fact that the study was misleading, that they didn't intend to mislead the agency, but in fact, they did.

Chairman TOWNS. And then I can understand your response, Ms. Claybrook.

But let me just say to you two, Mr. Haggerty, and to you, Mrs. Lastrella, when I hear the situation that occurred, this is the reason why it is just so important that we really continue to push to make certain that this is corrected. Because listening to you in terms of losing family members, and you in terms of, Mr. Haggerty, that must have been some experience when you have a car accelerate on you like that. And then you receiving that phone call, Mrs. Lastrella, I can imagine how you felt in that time. But so we want to let you know that we are going to stay on this and continue to see what we can do to try and get to the bottom of it.

And thank you again——

Mr. HAGGERTY. If I can make a comment.

Chairman TOWNS. Go ahead.

Mr. HAGGERTY. Regarding the acceleration and as far as the sticky pedal, I just want to make a note that the first or second time that happened, I was able to slow down the car, and I stopped it. I turned off the engine and turned it on again to reset itself. And when I brought it to the dealership after that day driving to work, you know, when I was driving to work when it was accelerating and the only way to stop it was putting it into neutral, they really didn't know what the problem was, and they never determined that it was a sticky pedal, or it was a defective pedal. I probably would have been OK with that.

Here's the problem. We found it. It is defective; we fixed it. But that's how it happened. They put an accelerator pedal in, a throttle body, and replaced the sensors and sent it out to be tested. And I don't think they even knew themselves, and they had the car for a week and a half. They brought specialists in. And I just really in my heart don't feel they knew exactly what the problem was. And if it was a sticky pedal or if it was stuck in any way, I believe—and you would have to talk to the mechanic, but I believe he had spoke to some other people, that he turned the car off and then it reset itself. So just by knowing that information, I just hope they look into that as well, for my car particularly. I hope they look into that and make sure that may be—just take a look at that seriously.

Chairman TOWNS. Thank you.

Congressman Chaffetz, recognized for 5 minutes.

Mr. CHAFFETZ. Thank you, Mr. Chairman.

Just a brief question. There was some discussion about Exponent, the company. They were evidently the organization used to investigate the Columbia crash, the space shuttle. Do you care to comment on that? Are you suggesting that they had that same type of reputation and that investigation was flawed?

Ms. CLAYBROOK. I don't know anything about that, so I can't answer that question. I can only say that, in the automobile area, where I do know something about them——

Mr. CHAFFETZ. I mean, you just kind of tore a company and their reputation apart. And yet you are willing to give them a deference on the space shuttle?

Ms. CLAYBROOK. I will take your criticism and limit my comments to automobiles.

Mr. DITLOW. In the automotive area, they have done a half a dozen major defects where they've come in and found there's no defect, even though there's been a recall in many of the cases.

Mr. CHAFFETZ. Is there any reason to think that they are any different on space shuttles versus aircraft?

Ms. CLAYBROOK. They probably have different people working on them, and they may be different if they're working for——

Mr. CHAFFETZ. How big a company? I just don't know. How big a company is this?

Ms. CLAYBROOK. It's a pretty big company. And it may have a different mode of operation when it's working for the government than when it's working for manufacturers.

Mr. CHAFFETZ. So you would question what their motivation was kind of behind the scenes. Are you suggesting that we should go back and reconsider the work that they did in other areas? Or——

Ms. CLAYBROOK. Well, I don't know that you would want to do that, but——

Mr. CHAFFETZ. I mean, that's a pretty serious allegation, and it's a pretty big disaster in the history of our country.

Ms. CLAYBROOK. I have no idea, as I said to you, about the space program. I have no idea at all.

Mr. CHAFFETZ. And so going back to what you do know, is that from your own firsthand experience?

Ms. CLAYBROOK. Well, that is from my reading and understanding and talking to lots of different people and knowing a lot about what the agency has done and what they have said about these defects and looking at cases.

Mr. CHAFFETZ. Would you be willing to share with the committee the people that you have garnered this information from so that we can further investigate why we would be so—why we should question their integrity?

Ms. CLAYBROOK. You probably don't know, but I just retired as the head of Public Citizen, and I sent 450 boxes to George Washington University of every file that I ever had on auto safety to start a new library there, so and they are piled up in some room out near Dulles Airport. So I don't know that I could supply you with much of anything. Maybe Clarence, however, who is still working in his job and has files.

Mr. CHAFFETZ. You just bring a wealth of information and perspective that many of us don't have since we are brand new to this.

Ms. CLAYBROOK. Well, maybe we could do it together, and Clarence could pull from his files. I have nothing.

Mr. DITLOW. I would be glad to submit for the record a book by a retired professor from Yale, Leon Robertson, who looked into a number of different cases where that failure analysis was involved in. And I think that's much broader than just the automotive area. But I, personally, have looked at their reports on Firestone Tires, their reports on GM fuel tanks and several other automotive investigations, and I would be happy to provide information on those.

Mr. CHAFFETZ. I think this committee would appreciate your helpful input. I mean, you are two very credible witnesses giving us a perspective and calling into question the very core of the integrity of people who we have relied upon for some of the biggest disasters in our country. So to the extent that you can further help the committee with your insight and perspective, at least guiding us and giving us direction or documents that you may be aware of. You know, when you have a company that borders—has questionable conduct and integrity, I don't know that you necessarily draw that, well, they are really good on space shuttles. So we appreciate your testimony and perspective, and I guess that's why we bring it up, is it's a serious charge, and we would like to explore that further, and I think we would be negligent if we didn't.

So thank you, Mr. Chairman.

Chairman TOWNS. Thank you very much. The gentleman yields back his time.

And I now recognize the gentleman from Ohio, Mr. Kucinich.

Mr. KUCINICH. Thank you very much, Mr. Chairman.

You know, I had a representative of Toyota visit with me in my office to deliver this Exponent report. I noted a couple things when I looked at it.

One is that it was, Exponent was retained in December 2009 to look into these reports and claims of unintended acceleration. December 2009. Now, they looked at over a period of—looks like they focused on 3 years and looked at three different kinds of models from 3 years.

Ms. CLAYBROOK. It was a very small sample.

Mr. KUCINICH. I just wanted to point out the sample they took was very small. It would be interesting to pair that sample up with the complaints that came in to see if there's any similarity. And, you know, none of us are interested in smearing anybody here.

But if a company has a reputation, according to LATimes.com, the California engineering firm is known for helping big corporations weather messy disputes. OK. Well, Toyota has more than a messy dispute. I want to submit this L.A. Times article for the record.

Chairman TOWNS. Without objection.

Mr. KUCINICH. And——

Chairman TOWNS. So ordered.

Mr. KUCINICH. I am more interested in, you know, this issue I raised before about, why did Toyota order a software design in 2005?

Now, Mr. Ditlow, I read your testimony, and you heard the presentation that Toyota made. Is Toyota's representations that it's unlikely that it could have been an electronic throttle control, is that credible based on the information that you have seen and that you have studied at the Auto Safety Center?

Mr. DITLOW. No. What we have done is we've examined the complaints that have come in.

Mr. KUCINICH. Could you sit closer to the mic?

Mr. DITLOW. We have examined the complaints that have come in. And when you have a complaint that comes in and there's no floor mats in the vehicle, there's no sticking gas pedal, and the driver clearly has his foot on the brake to the extent that the brake system is scorched from trying to stop the vehicle, what else is there other than electronics?

Mr. KUCINICH. That's the thing.

Mr. Haggerty, in your prepared testimony, when you brought your vehicle in and it was still running to the max, you had it in neutral. They checked it out. It wasn't a floor mat. It wasn't the pedal. And then they determined that it was the electronic throttle.

Mr. HAGGERTY. They are not sure. They don't know. They replaced a bunch of parts. They never got back to me and said, we know what the problem was. All they kept coming back with is, per Toyota, they told us to replace these parts. They don't know. And that's why I didn't feel comfortable.

Mr. KUCINICH. Mr. Chairman, this whole hearing, which has been a very important hearing, I feel like we are trying to—we're still at the point of trying to grasp smoke here.

Ms. CLAYBROOK. Well, not only that——

Mr. KUCINICH. Hold on, Ms. Claybrook.

Because I don't think Toyota has been forthcoming. I think that they have made a—it's good that Mr. Toyoda was here. That was remarkable.

But I don't think they have been forthcoming. They seem to have blinders on about this issue of electronic throttle control for whatever reason. It could be liability, could be that there's a link to a coverup. I don't know. But there's—the thing doesn't fit here. If you have a missing piece when you are doing an investigation, you have to keep asking questions.

So, Mr. Chairman, despite the fact that this committee has put in a very long day here, I am thinking that there's going to need to be a followup where we will sift through the testimony, look at all the evidence that we have gathered so far. And we may have to take one more crack at this, because the testimony by Toyota officials doesn't square with evidence that has been produced to this committee and doesn't square with evidence that is available to experts in the automotive industry.

Now, Ms. Claybrook, you wanted to make a comment.

Ms. CLAYBROOK. Well, I just wanted to add to your collection there, which is that they are also putting in this electronic brake override in the vehicles.

Mr. KUCINICH. Speak closer to the mic.

Ms. CLAYBROOK. They are also putting the electronic brake override in the floor mat recall vehicles. There's two recalls. The one with the sticking pedal is low impact, low speed generally. But the floor mat recall, which most people don't believe is a floor mat because it just doesn't make a lot of sense; there, in most of those vehicles, they are putting the brake override. And they are putting the brake override—it's an electronic brake override to override the accelerator throttle, and that's an electronic software change that they are making. And so you are still going to have the problem, perhaps, of having an accelerator that slams to the floor, but you are going to have a brake override which will stop it.

Now, normally, if it was a floor map problem, you fix the floor mat. Why are they putting the brake override in addition? They say they're doing it for the comfort of the people.

Mr. KUCINICH. My time has expired, but I just want to say thank you for your diligence in pursuing this, Chairman Towns.

I also want to finally express my condolences to Mrs. Lastrella and your family for the suffering that they have endured. And to all those who are watching and trying to determine, will their families be safe, our job is a very serious one to pursue this. And I want to thank each and every one of the witnesses for their presence here. Thank you.

Chairman TOWNS. Let me also thank all the witnesses. And really appreciate your being here, and to say to you that safety is the issue that we're really pursuing here. And thank you for helping us to do that. Thank you very much.

This committee is adjourned.

[Whereupon, at 6:48 p.m., the committee was adjourned.]

[The prepared statements of Hon. Paul W. Hodes, Hon. Mike Quigley, and Hon. Gerald E. Connolly, and additional information submitted for the hearing record follow:]

Congressman Paul Hodes
Statement for the record: House Oversight and Government Reform Committee Hearing, "Toyota Gas Pedals: Is the Public at Risk?"
February 24, 2010

Chairman Towns and Ranking Member Issa, thank you for holding this important hearing today on the recall of over 8 million Toyota vehicles. The safety issues that have been discovered in these vehicles threaten not only their drivers, but all Americans who are on the road with them. Today, we need answers.

First and foremost, we need to know what Toyota is doing to quickly and completely address the safety concerns of families in my home state. In rural areas of New Hampshire where public transportation is not available, people who have found out their car may be unsafe are left with no way to get to work, to the doctors office, or to the grocery store. While it's important to get all the information on why something has gone wrong, these families can't be kept waiting before they're told that they're at risk, and are provided with a safer alternative.

I also want to raise a concern about the impact these recalls could have on jobs in my state. There are thousands of men and women who work in this industry in my home state of New Hampshire, and they are not to blame for the mistakes of regulators and Toyota executives who turned a blind eye to these serious problems. I have received a letter from the New Hampshire Auto Dealers Association on this issue, which I am including in the record with my remarks.

Finally, I look forward to hearing from Secretary LaHood about the steps that have been and will be taken at the Department of Transportation. We also need to hear about their efforts to discern what was known at Toyota when, and the reason for any delay on the part of the company to announce any product defects. The Department plays an important role in ensuring that cars sold in the United States are safe, and it is this Committee's job to make sure that it is being taken seriously.

We need to act quickly and aggressively to protect the people who are at risk, as well as the working men and women who are not responsible for these mistakes and whose jobs may suffer. I look forward to hearing the testimony of all the witnesses today, and working together to find solutions that will keep Americans safe.

NHADA

New Hampshire Automobile Dealers Association, Inc.

Joseph "Jay" R. Alosa, Jr.
Chairman

Roger C. Groux
Vice Chairman

Peter J. McNamara
President

February 23, 2010

The Honorable Paul W. Hodes
United States House of Representatives
1317 Longworth House Office Building
Washington, D.C. 20515

RE: Toyota Hearings in Congress

Dear Representative Hodes:

On behalf the 550-plus businesses that make up the New Hampshire Automobile Dealers Association (NHADA), I write regarding the upcoming congressional hearings examining the recent Toyota recalls.

NHADA is a statewide trade association, established in 1921, representing the interests of the motor vehicle industry. NHADA members make up nearly 25 percent of retail sales in the state. Thirteen thousand people are employed directly by NHADA members and another twenty-five thousand indirectly. This includes the 700-plus people employed by the dozen New Hampshire Toyota dealers.

The NHADA is concerned about the short- and long-term impact that the hearings could have on not just Toyota dealers in NH but on all dealers and their employees. In looking into these past events, Congress must not harm the future.

Congress has an important oversight role; however it needs to responsibly examine the recall facts and not engage in the unwarranted frenzy that has gripped the media causing undue public distress. Automotive recalls are common and cut across manufacturers. Because of the attention these hearings will garner, any public comment needs to be well thought out and not alarmist.

We are slowly coming out of a deep recession. Historically, growth has been tied to the automotive industry and it is critical that we not stop or reverse this slow improvement.

In talking with several of the NHADA Toyota dealers, I heard a common refrain. The dealers have the parts and training to handle the recall repairs and have contacted their customers. Many are open for extended hours. Yet, after the initial rush of repairs, many customers simply stated they will wait until a more convenient time, usually several weeks away, before bringing in their vehicle. Toyota vehicles are still being bought and sold. Clearly, the public is still confident in Toyota.

I appreciate the time you took to listen to the concerns of the NHADA and its membership. If you desire to discuss this issue further with any Toyota dealers, their employees or customers please do not hesitate to contact me or any New Hampshire Toyota dealer.

Sincerely,

Peter J McNamara

Peter J. McNamara
NHADA President

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LARRY K. HAYNES, CPA, CFP
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February 20, 2010

The Honorable Paul W. Hodes
United States House of Representatives
1317 Longworth House Office Building
Washington, D.C. 20515

Dear Representative Hodes:

I am writing to you today as President & CEO of the Grappone Automotive Group located in your district: Bow, New Hampshire. We have proudly represented Toyota as a dealer for over 40 years. Toyota is of vital importance to our business and to our customers. We feel, as do many of our customers, that Toyota has taken many unfair knocks recently in the media and by certain government officials. I understand that you serve on the committee that will be holding hearings regarding Toyota later in the week. Our 300 employees and their families are counting on a fair hearing. Toyota is our largest franchise and the main profit contributor to our automotive group. We consistently sell more than 1,500 new Toyota's every year. This allows us to keep 300 people employed; make charitable contributions in excess of $250,000 on an annual basis and pay over $450,000 in property taxes to the Towns of Bow and Pembroke and the City of Concord on an annual basis.

I can assure you that Toyota and Grappone, as their local dealer, are doing everything possible to take care of our customers. Toyota has expedited parts to us so we could begin doing repairs. We have expanded our service hours and added staff to accommodate our customers as quickly as possible. I think it is important for you to know that this is a much bigger issue in the media than it is with the majority of our customers. The reality is we are having trouble filling our extended hours. Most of our customers are telling us they will have the repairs done at the time of their next oil change or scheduled service appointment. To hear the media, you would think that we would have customers lined up out our doors demanding that the repairs be done immediately. This is just not the case. Customers are still coming in on a daily basis and buying new Toyota's as well. Many of these customers are sympathetic to us and feel bad that we have to go thru this. These people are loyal customers who have confidence in their Toyota's. This confidence has been borne out by years of safe and dependable performance from their Toyota automobiles.

Attached to this letter, you will find a copy of a February 7th article that appeared in the Concord Monitor by Katy Burns titled: ***Despite hysteria, I love Toyota: Must we go really bananas over this?*** I do not know Katy, but her article fairly describes what we are seeing on a daily basis and the sentiment of the people in your district.

The Honorable Paul W. Hodes
February 20, 2010
Page two

In closing, I can assure you that the safety of our customers is of critical importance to us at the Grappone Automotive Group and to the thousands of dealership and Toyota employees throughout the country. We are asking for a fair hearing based on the facts.

Thank you for taking the time to read this letter. If you would like any further insight, have any additional questions or if you would like to visit our store and talk to our customers in person, I can be reached at (603) 226-8274 or via email at lhaynes@grappone.com.

Sincerely,

GRAPPONE TOYOTA, INC.

Larry K. Haynes

Larry K. Haynes
President & CEO

Attachment

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Despite hysteria, I love Toyota

Must we go really bananas over this?

KATY BURNS
MONITOR COLUMNIST

I love Toyota. There. I've said it. The current kerfuffle over safety problems in some Toyotas saddens me, and not just because I love Toyota but because of what it tells us about ourselves and our national propensity for mass hysteria.

Thanks to Toyota, for 18 years my husband and I have had comfortable, reliable and, yes, safe transportation. This was after many years of enduring American cars that regularly rusted out and broke down.

I remember when Americans just took it for granted that our vehicles were unreliable. Cars pulled over to the side of the road, hoods up, were a common sight, whether on back streets or major highways. AAA memberships, with towing benefits, were a major safety net.

And I remember when car safety was way down on Detroit automakers' list of priorities. Recall Ford Pintos and their exploding gas tanks? Or Chevy's Corvair? It took the place of honor in Ralph Nader's *Unsafe At Any Speed*, the book that catapulted him to fame as a consumer advocate as he laid out a devastating indictment of American car companies. (Sobering thought: Had U.S. carmakers paid more attention to safety, we could have been spared decades of nagging by Ralph Nader.)

Then the Japanese carmakers came to town. At first they sold small, inexpensive (okay, cheap) cars that were mocked. But even in those early days they had a certain touch for sensible, user-friendly features. In fact, that rear window wiper that's now standard on so many vehicles was once known as the "Toyota option." No American manufacturer had thought of such a thing.

The foreign manufacturers stressed reliability, durability, convenience and safety. Eventually they won over enough customers to make the insular Detroit auto companies pay attention and

See **TOYOTA – D3**

TOYOTA

Continued from D1

even, slowly, clean up their acts. Today we have a choice of well-made cars from around the globe. And we rarely see autos stranded on the side of the road.

Now we have the mightiest Japanese manufacturer coping with safety problems. Americans are having a great time indulging in a bit of schadenfreude. But of course Toyota is hardly just Japanese anymore, any more than GM is just American. Both companies have plants and employees all over the globe. In fact, the biggest casualties from Toyota's problems are American car workers who are idled because the company has stopped production here.

Not, mind you, that you'd know that from the frantic tone of politicians, reporters and editors out there, especially the TV people. Their hysteria about the Toyota peril has reached a fever pitch. And yes, it *is* hysteria, perhaps reaching its apogee when Transportation Secretary Ray LaHood breathlessly told owners of a recalled cars to "stop driving" them. Within hours he backtracked, but not before his comment was headlined around the country.

And the panic hasn't abated, at least as far as the good folks controlling national news are concerned. Inevitably, "what did they know and when did they know it?" is leaping from the lips of every commentator worth his punditry salt. The National Highway Traffic Safety Administration is searching its records and demanding answers. NPR's talk show host Diane Rehm, normally a low-key interviewer, is downright peevish on the subject. Turns out (surprise!) she owns a Toyota.

And – a sure sign the entire Toyota controversy has jumped the shark – Congress is going to investigate. Hey, hey! Our elected representatives can't pass even rudimentary health care reform. But they can sure haul car executives before microphones and generally make their lives miserable. It might not be quite as much fun as dressing down bankers or steroid-addicted ballplayers, but it's still a sure way to get on the evening news.

The worst offenders in the sky-is-falling bunch are the TV street reporters. Sober print journalists – such as the *Monitor*'s Ben Leubsdorf – find people who take a common-sense approach to the fuss, as did a Concord resident he interviewed. "It's a really rare problem," Corolla owner Matt Chingos said. But for our TV brethren, that's a really lousy sound bite. So each day they go out and stick their microphones into the faces of countless frantic mothers, terrified that if they bundle their babes into the family Camry it will mean certain doom for said tykes.

Well, it won't mean that.

In the last 10 years, there have been some 20 million Toyotas sold in this country, according to the folks at autospies.com. About 6.5 million of them are being recalled. In that 20 years, there have been at most 19 deaths – and perhaps fewer than five – fingered as possibly related to the several acceleration problems the carmaker is dealing with. That's at worst one death per millions of cars sold. On the other hand, check your lifetime odds of dying from lightning (1 in 56,439) or an earthquake (1 in 120,161).

In fact, those sweet little kids strapped into the back seat of the SUV are far more likely to be injured or killed when Mommy cruises through a red light because she has a cell phone clamped to her ear.

Statistically, accidents from "distracted" drivers – a nice euphemism for the idiots who insist on texting and yakking on phones while driving – kill close to 8,000 people a year and injure another 50,000 or so. *That*, of course, is a one-day wonder story for the guys and gals with the cameras.

Especially since, we're told, *everybody* does it. So how bad could it be?

Plus, face it. Statistics are boring. Pointing with alarm, though? Now *that's* fun.

The tempest over Toyota will die down eventually. But our professional oracles of doom will find another lurking threat soon enough. They always do.

February 24, 2010

Quigley Statement:

Safety must always be our first priority.

Clearly Toyota and the government body that oversees it, NHTSA, have lost sight of this priority over the years.

Now we have millions of vehicles being recalled and increasing reports of sudden acceleration and other defects.

But still we have not pin-pointed the cause of these problems, much less how to solve them.

Just yesterday, a Toyota executive admitted that the company's recall might "not totally" solve the problem of unintended acceleration.

We need to get to the root of these problems and fast.

But let's be clear - this problem is larger than Toyota.

Toyota vehicles represent only 11 percent of safety recalls since 2001.

ALL car makers, both foreign and domestic, need to be subject to thorough and rigorous oversight.

The government body responsible for that oversight, the National Highway Safety Administration or NHTSA, appears to have dropped the ball on safety issues at Toyota.

If NHTSA was not capable of proper oversight at Toyota, we must question whether it is capable of oversight of the dozens of other car makers.

NHTSA's role in these recalls and defects clearly warrants further examination.

I appreciate the recently launched investigation by the new administrator of NHTSA,

But going forward we must ensure NHTSA is fully staffed and resourced to handle all safety issues in the years to come.

Reports that NHTSA had only 57 workers to investigate 37,000 complaints each year is troubling.

Let's make sure these safety checks are in place so that we are not sitting here a year from now hearing about another car company and another set of dangerous defects.

I hope we can shed some light on the causes of this sudden acceleration, other safety issues, and the general lack of oversight and accountability – but our primary objective must always be to protect the public.

When people's lives are at stake there is no room for error.

We must always err on the side of caution and do everything we can to ensure every person who gets behind the wheel of a Toyota, or any other vehicle, is driving a vehicle safe from fatal defects.

Statement of Congressman Gerald E. Connolly
Committee on Oversight and Government Reform
"Toyota Gas Pedals: Is the Public at Risk?"
February 23rd, 2010

Toyota and the National Highway Traffic Safety Administration have known about potentially lethal faulty accelerators at least since 2007, but the auto manufacturer did not issue widespread recalls until 2010. Despite learning about these problems from State Farm Insurance in September of 2007, both Toyota and its federal regulators failed to protect consumers in America and Europe. Remarkably, when the National Highway Traffic Safety Administration did learn about braking and accelerator problems, under the Bush Administration, they travelled to Tokyo to try to alert Toyota, yet were unable to get a response from the company and were unwilling to publicize the safety problems to protect consumers. The National Highway Traffic Safety Administration should be responsible for protecting American consumers, not foreign corporations. Some have suggested that NHTSA needs more funding, and more funding may be advisable, but we should remember that the Bush Administration NHTSA found money to fly to Tokyo but not to issue the recall that would have protected American consumers.

Toyota also has a responsibility to American consumers. For the last three decades Toyota has taken advantage of free trade to capture approximately 17% of the U.S. auto market. With that economic opportunity comes responsibility. If we allow foreign companies to sell cars in the U.S. market they must take steps to protect American consumers. Toyota has abrogated this responsibility, and as much as I am a supporter of free trade at some point we must hold foreign firms accountable when they endanger our citizens.

First, we must ensure that other consumers are not endangered by faulty accelerators or brakes. Since Lexus models have some of the same electronic accelerator equipment as Toyotas, the National Highway Traffic Safety Administration needs to ensure that this equipment has not been causing safety problems with Toyotas. Second, we need to understand how Toyota and the National Highway Traffic Safety Administration came to have a cozy relationship that discouraged the agency from acting independently to protect public safety.

ITEMS FOR THE RECORD
for Secretary Ray LaHood
Committee on Oversight and Government Reform
U.S. House of Representatives
February 23, 2010 Hearing
"Toyota Gas Pedals: Is The Public At Risk?"

QUESTION #1: Mr. Towns: Before the crash that killed members of the Saylor family in August of 2009, there were almost 2,000 complaints at the time of Toyota's floor mat recall in 2007. The agency had already received more than 1,300 complaints. My question is: Why did it take NHTSA so long to act?

Secretary LaHood: Well, Mr. Chairman, I would say this. I have been in this job a little more than a year; and prior to my time, which would have been prior to January 23rd of '09, if there are issues that I can't answer, I will get back to you for the record. But I am going to tell you this: 40,000 complaints come to NHTSA every year, and we look at every one of them. We think everyone is important. Some come from people who are driving cars, some come from the industry. We look at what is going on from stakeholders, people who are in the automobile business. Sometimes they file complaints with us. And then, when we see a pattern, we will do an investigation or we will look at it. And if our investigation shows there needs to be a recall, it will be done. That has been the work of NHTSA.

With respect to your specific question during that time period, what I would like to do, Mr. Chairman, is put it on the record after I really can get the facts for you.

RESPONSE #1: NHTSA did not delay in investigating safety concerns related to unintended acceleration, but rather acted quickly when consumer complaints or other information indicated a possible safety defect. In late 2003, NHTSA began to examine the Toyota electronic throttle control system and NHTSA opened an investigation on that issue in March 2004. This investigation and several subsequent defect petition reviews focused on various possible causes of unintended acceleration in Toyota vehicles. Although the agency did not find a vehicle-based defect at that time, NHTSA continued to monitor the issue. In early 2007, based on five complaints, NHTSA opened an investigation related to pedal entrapment by all-weather floor mats in certain Toyota vehicles that was causing high-speed, prolonged events. Because of NHTSA's investigation, Toyota recalled those floor mats in the fall of 2007. As a remedy, Toyota redesigned the floor mat and replaced the floor mats in the recalled vehicles so that it would not entrap the pedal.

The Saylor family crash in August 2009 involved a loaner vehicle that had a floor mat designed for an SUV installed in the sedan. The improperly installed floor mat entrapped the accelerator. Because the Saylor family tragedy demonstrated that a recall of the floor mats originally installed in the vehicles was insufficient to prevent pedal entrapment, NHTSA pushed Toyota to conduct a recall that addressed the vehicle itself rather than the floor mat, and Toyota announced the recall in October 2009. Throughout this period NHTSA has examined all of the complaints it received and acted promptly where a vehicle-based defect appeared to be present.

QUESTION #2: Ms. Norton: Well, let's take the sticky pedal issue. We now know that Toyota because Toyota said that it knew of this issue as early as 2008, but it didn't decide to make those changes in the U.S. until over a year later, is it accurate that they knew about it and, over a year, delayed in making the necessary changes, and how do they justify that to your agency?

Secretary LaHood: Madam Chair, I would like to put that on the record so I can be very specific about the chronology of it and how it took place.

RESPONSE #2: On February 16, 2010, NHTSA opened a Timeliness Query to determine whether Toyota met its obligation to inform NHTSA promptly of the sticky pedal defect. Our investigation led us to conclude that Toyota did not meet its obligation. On April 5, 2010, NHTSA demanded the maximum civil penalty of $16, 375,000 from Toyota for its failure to promptly report the defect. On April 19, 2010, the settlement agreement was finalized with Toyota agreeing to pay the maximum civil penalty. Toyota paid that amount on May 18, 2010.

QUESTION #3: Mr. Chaffetz: My understanding is the GM Cobalt, which I happen to own I was surprised after learning this information. In February NHTSA opened an investigation into the steering mechanism in the GM Cobalt based on 1,157 complaints. My understanding is that based on 84 complaints, the model year 2009 Corollas were also opened up.

Two questions: Why did it take NHTSA so long, when we are talking about model year 2005 and 2006 Cobalts, to jump into this fray? And why is there such an apparent discrepancy between the number of Cobalts versus the number of Corollas?

Secretary LaHood: There are 30,000 complaints a year. Every one is taken seriously. We look at every one. We review every one, and we make a judgment call about when to start an investigation.

Mr. Chaffetz: Why did it take so long? A thousand complaints.

Secretary LaHood: I will have to get back to you. I don't know the specifics on that. But I want you to know this

Mr. Chaffetz: Well, 1 out of every 30 complaints is about this Cobalt, according to your stats. Why did it take so long?

Secretary LaHood: I will get back to you for the record.

RESPONSE #3: NHTSA does not employ fixed thresholds of consumer complaint numbers to govern the opening of defect investigations. The agency considers both the frequency of the incidents and the severity of the potential consequences of the harm of the complaints it receives. As a result, the actual number of complaints for the Cobalt and the Corolla does not provide a complete picture of NHTSA's investigations.

NHTSA's investigation of the Cobalt involved Model Years (MY) 2005-2009; and NHTSA's investigation of the Corolla involves MY 2009-2010. One of the reasons why the Cobalt has a larger number of complaints is that NHTSA's investigation of the Cobalt involved both a larger and older fleet than the Corolla. Generally, a larger fleet or an older fleet will generate a higher volume of complaints because there are possibly more vehicles affected or these vehicles have been in service for a longer period of time. Therefore, if adjusted for these differences (time in service and the number of vehicles possibly affected), the actual failure rate for the Cobalt and the Corolla is similar.

When the agency began examining the issues related to the Cobalt steering mechanism, NHTSA considered the information gathered from two previous investigations of similar electric power steering issues in GM vehicles in addition to the consumer complaints. In investigating the Cobalt, NHTSA devoted additional resources to follow-up on complaints and conduct additional research at the screening level. However, in both the Cobalt and Corolla cases, the significant increase in the number of complaints and crashes reported over a relatively short time period was a major factor in opening the defect investigation.

QUESTION #4: Mr. Chaffetz: My understanding is that it is common, standard language for NHTSA to say, if a defect petition is denied by NHTSA, to use the language, "In view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied." Is there a reason that language is routinely used? If you are saying that you do have sufficient resources and you are using the statement on a regular basis, they seem to contradict each other.

Secretary LaHood: You know, I will have to get back to you on that. I don't know the reference that you are making on that.

RESPONSE #4: NHTSA carefully reviews defect petitions. Some have far more merit than others. As in other areas of the defect pre-investigation process, NHTSA applies risk assessment processes. In general, NHTSA examines the frequency and severity of the possible defect. Because of the agency's considerable experience in investigations, NHTSA has a good sense of whether there is a reasonable likelihood that an investigation of a matter raised by a defect petition could result in a recall. If, based on the agency's assessment, there does not appear to be a defect trend, it does not make sense to apply the agency's limited resources to pursue the matter further. However, the denial of a petition does not amount to a finding that there is not a safety-related defect. Accordingly, the agency may monitor the matter and, if warranted, pursue it in the future.

QUESTION #5: Mr. Issa: Of these 23 million, if you have or can get or can have a study done to let this committee know, out of 23 million cars that are unsafe as Ralph Nader said, unsafe at any speed. But unsafe on the highway, there are 23 million cars. If, let's say, only 20 percent of them had their recalls applied I don't think that's going to happen with Toyota, but it may happen with other less publicized recalls then we have 90 percent of those 23 million unsafe and on the highway.

Would you commit to us to find out how effective recalls are, what percentage actually get applied, and, as a result, how many cars are unsafe, in your opinion, my opinion, I suspect the chairman's opinion, so that we can evaluate whether or not better advertising or better compliance needs to occur?

Secretary LaHood: Of course we will get you the information, Mr. Issa.

RESPONSE #5: Historically, passenger car vehicle recall completion rates average in the low to mid 70th percentile. This would mean that on average, 25 to 30 percent of vehicles are not remedied and may contain a safety defect or a noncompliance with the Federal Motor Vehicle Safety Standards. We note that in many recalls, manufacturers have indicated that the issue may not impact 100 percent of the recalled population, but rather a smaller percentage of the total recalled. The manufacturer recalls the entire population to inspect the vehicles and determine which of the recalled vehicles are actually affected by the safety defect or noncompliance and remedy those vehicles accordingly. Recalls on motor vehicle equipment (child seats, tires, and other equipment) often have lower completion rates than motor vehicle recalls in part because equipment manufacturers generally do not have as much information on the owners of their products as vehicle manufacturers, and therefore have a harder time reaching those owners with recall notices.

NHTSA has been proactive in increasing the completion rates for recalls. Within the last two years, we have made it possible for owners of vehicles, child seats and tires to sign up for direct email notification of recalls affecting the specific products they own. NHTSA notifies these consumers of recalls when NHTSA receives notice of the recall from a manufacturer, which occurs earlier than a manufacturer's notification of recall to customers. If the recall completion rates seem low on matters involving serious safety risks, we have required manufacturers to conduct a second round of owner notification letters. Currently, the statute allows NHTSA to require manufacturers of replacement equipment and tires to make additional efforts (such as media campaigns) beyond just a first class letter to inform owners of recalls.[1] NHTSA does not have the authority to require these additional measures for either motor vehicle recalls (passenger cars, heavy trucks, trailers, or other motor vehicles) or original motor vehicle equipment recalls.

QUESTION 6: Mr. Connolly: To the best of your knowledge, Mr. Secretary, when did we first learn we, the Federal Government, your agency NHTSA, first learn there was a problem that merited further examination with respect to the acceleration of those Toyota vehicles?

Secretary LaHood: Well, I will get you the exact year but it was a few years ago. For the record, I am going to I want to be accurate about these things. You know, I just don't want to speculate. I could pour over my papers here and get you the answer, but I don't want to waste your time. It's better for me to just do it for the record.

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[1] 49 U.S.C. 30119 (d)(2)

RESPONSE #6: NHTSA first began to examine unintended acceleration in Toyota vehicles with electronic throttle control (ETC) systems late in 2003. Those systems had been introduced in the Camry and Lexus in model year 2002. NHTSA's screening division noticed an increase in consumer complaints in 2003 and began evaluating the issue in 2003. The agency opened its first investigation of the ETC system in March 2004. This investigation and several subsequent defect petition reviews focused on various possible causes of unintended acceleration in Toyota vehicles. The agency closed the investigation and petition requests because the agency did not find evidence of a vehicle-based defect. However, the agency has continued to monitor the issue. NHTSA has not yet identified a real-world defect in the ETC system that causes that condition, but NHTSA is working closely with NASA to determine whether such an electronic defect may exist.

QUESTION #7: Mr. Connolly: Mr. Secretary, do you know how many lawsuits have been filed with respect to the accelerator problem?

Secretary LaHood: I do not. But I will find out.

Mr. Connolly: And when they were first filed. That would be very helpful.

Secretary LaHood: Okay.

RESPONSE #7: NHTSA is not aware of how many lawsuits have been filed with respect to the accelerator problem. Generally, under the Early Warning Reporting regulation, we receive property damage claims and death and injury claims, which include lawsuits, related to broad vehicle components. We understand that over two hundred lawsuits have been consolidated in a multidistrict litigation action. We note that some of the lawsuits filed may not be related to vehicle performance, but may be claims of diminution of property.

QUESTION # 8, 9 and 10:

Ms. Kaptur: But information regarding this acceleration pattern obviously wasn't shared from by their ministry if they knew about it in Japan versus our country. Our country, according to the data we have gotten from the Energy and Commerce Committee, first got a time line in March 2004 that on the Camry, Solara, and Lexus 300 models, that NHTSA found no pattern. And then there seems to be a gap between 2004 and 2007 in our country, but in 2007, March, NHTSA opened an investigation on the Lexus ES350 in which NHTSA then found entrapment of the accelerator pedal by floor mat as the sole cause of what happened. And then through 2007, 2008, there were more and more Toyota vehicles, until the point in January when Toyota suspended sales of eight different models.

QUESTION #8: And my question is, when all this was occurring in our country, was Japan's ministry sharing information with you about recalls prior to your tenure?

Secretary LaHood: I will have to check, Ms. Kaptur, and put it on the record and get back to you on that. I don't know the answer to that.

RESPONSE #8: Yes, Japan's Ministry of Land, Infrastructure, Transport and Tourism, the branch of the Japanese government that regulates vehicle safety, has been sharing information about recalls prior to my tenure. The Ministry sends a summary of safety/pollution recall campaigns that occur in Japan every quarter to NHTSA.

QUESTION #9: Ms. Kaptur: And my question to you, and I would appreciate for the record going back and seeing what kind of cooperation Japan's counterpart agency actually had with NHTSA? Were there sudden acceleration difficulties inside of Japan, to your knowledge, during this period?

Secretary LaHood: I will get you that for the record.

RESPONSE #9: NHTSA and Japan's counterpart, the Ministry of Land, Infrastructure, Transport and Tourism, have a very good working relationship. Based on field reports submitted by Toyota in accordance with the TREAD Act, there were sudden acceleration difficulties reported inside of Japan.

QUESTION #10: Ms. Kaptur: Inside of NHTSA, how many people from March 2004, which appears to be the first year in which some of these complaints started to come to NHTSA, how many people actually were involved in the assessment of what was happening inside of NHTSA? A staff of 10, 20, 50? What were their backgrounds? How long had they worked for NHTSA? And whom had they worked for before coming to NHTSA? Are you able to provide that information for the record?

Secretary LaHood: We will do the best we can.

Ms. Kaptur: From your sense, how many people? Is there anybody from NHTSA there now that can tell us how large was the unit that assessed these recalls? How many people are we talking about?

Secretary LaHood: We want to be accurate about our information. We will get it for the record.

RESPONSE #10: NHTSA first began examining complaints involving potential issues with the Toyota electronic throttle control (ETC) in late 2003, and opened an investigation into the matter in March 2004. At that time, ODI had a technical staff of 31 screeners and investigators divided into four divisions. Two thirds of the technical staff were engineers. All of the staff had automotive experience and had a variety of employment histories. The Defects Assessment Division, consisting of nine staff members, four of whom were engineers, reviewed incoming complaints. The Vehicle Control Division, consisting of seven staff, all of whom were engineers, handled the related defect petition concerning the Lexus and the subsequent investigation of the Lexus and the Camry.

At that time, screening responsibility for this particular issue was handled by an employee with a Bachelor of Science degree in Mechanical Engineering and a Masters degree in Electrical Engineering. He had worked for NHTSA for 13 years and had previously worked as a civilian for the United States Navy. His direct manager had a Bachelor of Science degree in mechanical engineering and had worked for NHTSA since approximately 1975.

In 2004, investigative responsibility for the petition and investigation was handled by an employee with a Bachelor of Science degree in mechanical engineering. He had worked for NHTSA for two years and had previously worked for an automobile manufacturer (not Toyota) as an engineering manager. His direct manager had a Bachelor of Science degree in mechanical engineering and had worked for NHTSA since 1986 (except a short time when he worked for a defense contractor). Prior to coming to work for NHTSA, the manager served four years in the U.S. Navy.

QUESTION #11: Ms. Chu: According to the testimony that is going to be provided later by former NHTSA administrator, the Agency imposed no penalties from 2004 to 2008, and the largest penalty that the agency has ever imposed is $1 million. The TREAD Act of 2000 now authorizes much higher penalties.

What would explain the lack of penalties that NHTSA has imposed in the last several years?

Secretary LaHood: I will have to get back to you for the record on that. That was prior to my stewardship of this agency. But I will put that on the record for you.

RESPONSE #11: NHTSA initiates penalty cases when warranted on the facts. From 2004 to 2008, NHTSA has obtained penalties. In 2004, NHTSA collected $1,000,000 from General Motors and $12,500 from four smaller companies. In 2005, NHTSA collected $51,000 from three entities, one of which continued to make installment payments from 2004. In 2006, NHTSA collected $4,500 from two entities, which were continued installment payments. In 2008 NHTSA collected $49,000 from three entities.

In addition, from 2004 to 2008, NHTSA has obtained millions of dollars in penalties from manufacturers for exceeding the Corporate Average Fuel Economy Standards.

Questions for the Record

Oversight and Government Reform Full Committee Hearing
"Toyota Gas Pedals: Is the Public At Risk?"
February 24, 2010

QUESTIONS FOR MS. JOAN CLAYBROOK
By Representative Marcy Kaptur:

1. Ms. Claybrook, what was your specific position at NHTSA?
2. What incentives do you think that NHTSA should offer to employees or potential employees to attract the best and brightest to either stay or work for NHTSA rather than going to the industry or those that serve the industry?
3. Given your experience and expertise, can you speak to the trade deficit and closed markets and their effects, if any on NHTSA? Are these connected at all to the statement in your written testimony that Toyota's secrecy thwarts public accountability?
4. What do you feel that Congress should do to motivate NHTSA to take its regulatory role with the responsibility that it holds? You have listed the things wrong with NHTSA, but what can Congress do to affect change at NHSTA? How can Congress effectively empower our regulators?

Questions for the Record

Oversight and Government Reform Full Committee Hearing
"Toyota Gas Pedals: Is the Public At Risk?"
February 24, 2010

QUESTIONS FOR MR. CLARENCE DITLOW
By Representative Marcy Kaptur:

1. Do you feel that Congress should push NHTSA or legislatively direct NHTSA to study the electronics throttle controls which could be the cause of the sudden unintended acceleration?
2. Do you have expertise outside this country in this area? If you do, how have other nations dealt with sudden unintended acceleration?
3. What can Congress do to strengthen NHTSA and improve the safety of all automobiles operated in the United States?

Questions for the Record

Oversight and Government Reform Full Committee Hearing
"Toyota Gas Pedals: Is the Public At Risk?"
February 24, 2010

QUESTIONS FOR MR. AKIO TOYODA
By Representative Marcy Kaptur:

1. Do America dealers for Ford or GM also sell Toyota vehicles?
2. Do Toyota dealerships in Japan sell U.S. made vehicles from Ford and GM?
3. If not, is that a corporate or government decision?
4. Do other foreign car makers sell more than 25,000 vehicles a year in Japan, and if so which ones?
5. Would Toyota be willing to market U.S. made cars and parts in Japan if the Japanese government permitted such trade?
6. Since Japan papers are saying this is all a ploy by U.S. which owns GM to discredit Toyota, do you think that this is a real problem, or just a bash Japan propaganda program put up by the Obama Administration and the U.S.?
7. How many countries, including Toyota's home country of Japan, have seen recalls for these problems and when did the recalls start?

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August 31, 2010

The Honorable Edolphus Towns
Chairman, Committee on Oversight and Government Reform
United States House of Representatives
2157 Rayburn House Office Building
Washington, DC 20515-6143

Dear Mr. Chairman:

On behalf of Mr. Akio Toyoda, I am writing to respond to the additional questions for the record that were submitted in connection with his testimony before the Oversight and Government Reform Committee on February 24, 2010. Toyota has asked me to submit the following responses:

1. Do America dealers for Ford or GM also sell Toyota vehicles?

Toyota encourages you to address this question directly to Ford or GM to confirm their policies. As a general matter, Toyota dealers in the U.S. are third-parties that are independent from Toyota. Dealers range from nationwide automobile retailers, such as AutoNation and Penske Automotive Group, which are public companies that sell virtually all major brands including Ford, GM and Toyota, to local dealers that in some cases sell both Toyota vehicles and other brands.

2. Do Toyota dealerships in Japan sell U.S. made vehicles from Ford and GM?

In Japan as in the United States, most Toyota dealers are independent third-parties operating under contractual agreements with Toyota. Toyota does not prohibit Toyota dealers from selling Ford or GM vehicles nor does it restrict them from executing agreements with Ford or GM. Just as in the U.S., there are major automobile retailers that sell multiple brands, Nagoya Toyopet being one that sells both Toyota and U.S. made vehicles.

3. If not, is that a corporate or government decision?

   N.A. It is left up to independent third-party retailers.

4. Do other foreign car makers sell more than 25,000 vehicles a year in Japan, and if so which ones?

According to the number of new motor vehicle registrations in 2009 released by the Japan Automobile Importers Association, Volkswagen, Mercedes-Benz, and BMW each sold over 25,000 vehicles in Japan.

5. Would Toyota be willing to market U.S. made cars and parts in Japan if the Japanese government permitted such trade?

Toyota would be willing to market U.S. made vehicles in Japan subject to commercially feasible market conditions. As noted in question 2 and 3, there is no governmental restriction on selling foreign made vehicles in Japan that are manufacturered in accordance with common safety and emissions laws and regulations.

6. Since Japan papers are saying this is all a ploy by U.S. which owns GM to discredit Toyota, do you think that this is a real problem, or just a bash Japan propaganda program put up by the Obama Administration and the U.S.?

Toyota does not consider issues and concerns discussed at the hearing to constitute "a bash Japan propaganda program," and has responded with an aggressive approach to regain customer confidence and to upgrade quality control processes worldwide.

7. How many countries, including Toyota's home country of Japan, have seen recalls for these problems and when did the recalls start?

Toyota announced the "Floor Mat Entrapment" campaign in October 2009 and the "Pedal" recall in January 2010. It did not announce any related safety campaign or safety recall in other parts of the world prior to those in the United States.

The representations herein are based on Toyota's current information and belief based on its understanding of the terms used in the request. If you have any questions regarding this matter, or need additional information, please call me at 202-626-2901.

Sincerely

Theodore M. Hester

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

FEB 16 2010

VIA FEDERAL EXPRESS – OVERNIGHT DELIVERY

Mr. Chris Tinto, Vice President
Toyota Motor North America, Inc.
601 Thirteenth Street, NW
Suite 910 South
Washington, DC 20005

NVS-215/jtt
TQ10-001

RE: Safety Recalls 07E-082, 09V-388 and 10V-023/TQ10-001

Dear Mr. Tinto:

Toyota has notified the National Highway Traffic Safety Administration (NHTSA or Agency) of three recalls involving problems with or related to accelerator pedals on approximately 5.4 million Toyota vehicles. NHTSA has denominated these recalls as recalls 07E-082, 09V-388, and 10V-023 (the latter includes those vehicles Toyota added to the 09V-388 recall population in its amended defect information report dated January 23, 2010).

Upon further review of the defect information reports and the recalls, NHTSA, through its Recall Management Division, requires additional information from Toyota to more fully understand and evaluate, among other things, when Toyota first learned of the possibility of an issue of floor mat interference with the accelerator pedals installed on its vehicles, the chronology of events leading up to Toyota's defect decisions, Toyota's responses to problems with floor mats and accelerator pedals and the timing of those responses, and the timeliness of Toyota's submissions of its part 573 reports. Accordingly, we have opened a timeliness query (TQ) to investigate these matters. The investigation's assigned identification number is TQ10-001. This letter contains information requests related to those recalls. In responding to these information requests, please first repeat the request asked before providing your response.

BACKGROUND

On September 26, 2007, Toyota submitted a defect information report to NHTSA regarding Toyota's recall and replacement of optional equipment all weather floor mats on model year (MY) 2007 and early 2008 Lexus ES350 and Toyota Camry vehicles manufactured between January 23, 2006, and September 13, 2007. NHTSA designated this as recall number 07E-082. In its defect information report, Toyota agreed with NHTSA that an unsecured all weather floor mat can migrate toward the accelerator pedal and prevent the pedal from returning to idle.

On October 5, 2009, Toyota submitted a defect information report to NHTSA with respect to a safety campaign regarding certain MY 2003 – 2009 Lexus and Toyota vehicles (some of which were included in recall number 07E-082) with a potential for interference between the accelerator pedal and driver's side floor mat. In the defect information report, Toyota explained that there is a potential for an accelerator pedal to get stuck in the wide open throttle position due to interference with an unsecured or incompatible driver's floor mat. Toyota explained further that an accelerator pedal stuck in the wide open throttle position may result in high levels of unwanted acceleration, resulting in very high vehicle speeds, and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. NHTSA assigned Toyota's recall number 09V-388. Toyota supplemented its defect information report on November 25, 2009, in order to provide production information on the vehicles involved in that recall, and to provide its remedy plan and schedule for the recall campaign. On January 27, 2010, Toyota again supplemented its defect information report to include additional vehicles. As NHTSA received this supplemental defect information report in calendar year 2010, NHTSA considered it a new recall and assigned it recall number 10V-023 for the vehicles listed in this report.

DEFINITIONS

1. "Toyota" means Toyota Motor Corporation, including all of its divisions, subsidiaries and affiliated enterprises (including but not limited to Toyota Motor North America, Inc.; Toyota Motor Sales, USA, Inc.; Toyota Motor Manufacturing, Indiana, Inc.; Toyota Motor Manufacturing, Texas, Inc.; Toyota Motor Manufacturing Kentucky, Inc.; Toyota Motor Manufacturing Canada, Inc.; Toyota Motor Manufacturing de Baja California, Inc.; Subaru of Indiana Automotive, Inc.; and New United Motor Manufacturing, Inc.), and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to) who are or were involved in any way with any of the following related to the driver's floor mats, accelerator pedal assemblies, electronic throttle controls, and/or smart pedals in the Subject Vehicles:

   a. Design, engineering, analysis, modification or production (e.g. quality control);
   b. Testing, assessment or evaluation;
   c. Consideration, or recognition of potential or actual defects and/or their safety relatedness, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits;
   d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers;
   e. Potential or actual recalls; and
   f. Communications with suppliers of floor mats, accelerator pedal assemblies and parts therein, electronic throttle controls, and/or smart pedals.

2. The term "you" or "your" refers to Toyota.

3. The term "person" includes natural persons, proprietorships, partnerships, firms, corporations, federal, state, and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.

4. The term "relate to" or "relating to" means constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning, or referring to, directly or indirectly.

5. The term "describe in detail" or "state in detail" mean the following:

  a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact.
  b. Particularize as to:
    i. The identity of each person involved in each such event, including but not limited to persons employed by Toyota and those persons purporting to act for Toyota;
    ii. The specific acts of each person participating in each such event;
    iii. The date and time of each such event;
    iv. The address and location of each such event; and
    v. The identity of each person present during each such event.

6. To "identify" or "state the identity of" a natural person means to state his/her full name, title, office, present work address and telephone number, and the name, address and telephone number of his/her present or last known employer, if any. Once an individual has been so identified, he or she may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

7. To "identify" or "state the identity of" a person other than a natural person means to state its full name and the present or last known address and telephone number of its headquarters. Once such a "person" has been so identified, it may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

8. The term "Subject Vehicle(s)" refers to all vehicles covered by NHTSA recalls 07E-082, 09V-388 and 10V-023, as amended and supplemented, as provided by Toyota in any and all of its defect information reports submitted as part of or in connection with these recalls. Subject Vehicles include MY 2008-2010 Toyota Highlander, MY 2009-2010 Toyota Corolla, MY 2005-2010 Toyota Avalon, MY 2009-2010 Toyota Venza, MY 2009-2010 Toyota Matrix, MY 2007-2010 Toyota Camry, MY 2004-2009 Toyota Prius, MY 2005-2010 Toyota Tacoma, MY 2007-2010 Toyota Tundra, MY 2007-2010 Lexus ES 350, MY 2006-2010 Lexus IS 250/350, and MY 2009-2010 Pontiac Vibe.

9. The term "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides

thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

10. Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4. The term vehicles that are "identical or substantially similar to" a motor vehicle sold in the United States shall include vehicles within the meaning of 49 CFR 579.4(d).

11. The term "electronic throttle control" refers to a system that adjusts the vehicle's throttle position based on input from the accelerator pedal position via electronic signal to (as distinguished from a mechanical linkage such as a cable with) the vehicle throttle control system. This term includes systems that operate similarly (e.g., Toyota's link-less and link/link-less systems), even if not characterized as "electronic throttle control" by Toyota.

12. The term "smart pedal" refers to a vehicle throttle system that, when receiving conflicting pedal applications (i.e., simultaneous application of service braking and throttle) ignores or otherwise does not respond to the request for throttle and instead interprets the

conflicting request as one for service braking and returns the throttle to the idle, or near idle, position (or something to that effect in that it significantly reduces or eliminates the engine's power production). This term includes systems that operate similarly, even if not characterized as a "smart pedal" system (e.g., "brake pedal override") by Toyota.

INFORMATION REQUESTS

1. State, by make, model and model year, the number of Subject Vehicles Toyota has manufactured for sale or lease in the United States. Also, separately, for each Subject Vehicle manufactured to date by Toyota, state the following:

    a. Vehicle identification number (VIN);
    b. The manufacturer and part number of the accelerator pedal assembly installed on the vehicle;
    c. The part number of the floor mat on the vehicle as delivered by Toyota to a distributor or dealer, or that was standard equipment for the vehicle as to be delivered to a purchaser and to be provided by the dealer;
    d. Whether the vehicle was equipped with smart pedal or similar system;
    e. Date of manufacture (in "dd/mm/yyyy" date format);
    f. Date warranty coverage commenced; and
    g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

    Provide the table in Microsoft Access 2003, or a compatible format, entitled "U.S. PRODUCTION DATA." Provide a separate table for each Model Year.

2. Separately, by make, model and model year of Subject Vehicle, state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to interference between the accelerator pedal and driver's side floor mat in the Subject Vehicle(s):

    a. Consumer complaints, including those from fleet operators;
    b. Field reports, including dealer field reports;
    c. Reports involving a crash/fire, injury, or fatality based on claims against the manufacturer involving a death or injury; notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a Subject Vehicle;
    d. Property damage claims (including to own vehicle);
    e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
    f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

The scope of this information request includes allegations of interference between the accelerator pedal and driver's side floor mat in a Subject Vehicle by the owner of the vehicle, driver or passenger of the vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian) including the attorney or representative of such person.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint.

In addition, for subparts "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT."

3. Separately, for each item (complaint, report, claim, notice, proceeding or lawsuit) within the scope of your response to Information Request 2 state the following information:

    a. Toyota's file number or other identifier used;
    b. The category of the item, as identified in Information Request 2 (i.e., consumer complaint, field report, etc.);
    c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
    d. Vehicle's make, model and model year
    e. Vehicle's VIN;
    f. The name of the manufacturer, the Toyota part number, supplier, and supplier's part number, of the accelerator pedal installed on the vehicle;
    g. A description of the floor mat in the driver's side of the vehicle, including whether it was a Toyota (including Lexus and other vehicles made by Toyota) original equipment or aftermarket mat, a non-Toyota aftermarket floor mat (include name of manufacturer if not Toyota), a description of the mat itself (e.g., all-weather, rug, cloth, rubber), and the part number if it was a Toyota mat;
    h. Whether the vehicle was equipped with smart pedal or similar system;
    i. Vehicle's mileage at time of incident;
    j. Incident date (in "dd/mm/yyyy" date format);
    k. Report or claim date (in "dd/mm/yyyy" date format);
    l. Whether a crash is alleged;
    m. Whether property damage is alleged;

n. Number of alleged injuries, if any; and
o. Number of alleged fatalities, if any.

Provide this information in a Microsoft Access 2003 (or a compatible format) file titled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and in chronological order.

5. State by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to or may relate to interference between the accelerator pedal and driver's side floor mat in Subject Vehicle(s): warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. (This does not include claims for implementation of recall(s) related to the accelerator pedal that followed Toyota's filing of a 49 CFR 573.6 report with NHTSA for a Subject Vehicle.)

Separately, for each such claim, state the following information:

a. Toyota's claim number;
b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
c. VIN;
d. A description of any part (including a floor mat) removed, including the Toyota part number if available;
e. A description of any part (including a floor mat) installed, including the Toyota part number if available;
f. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
g. Whether the vehicle was equipped with smart pedal or similar system;
h. Repair/service date (in "dd/mm/yyyy" date format);
i. Vehicle mileage at time of repair;
j. Repairing/servicing dealer's or facility's name, telephone number, city and state or ZIP code;
k. Labor operation number;
l. Problem code;
m. Concern stated by customer; and
n. Comment, if any, by dealer/technician relating to claim, repair and/or service.

Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY." Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA."

6. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Information Request 5 including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to any aspect of interference between the accelerator pedal and the driver's side floor mat in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the subject component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

7. State when Toyota first became aware of interference or allegations of interference of the driver's side floor mat with the movement of the accelerator pedal for each make, model and model year Subject Vehicle included in Recall 07E-082. Explain in detail how Toyota became aware of the issue, e.g., whether the issue was discovered during the design or production phase of a vehicle, whether Toyota was first informed by a customer complaint, etc.

8. State when Toyota first became aware of interference or allegations of interference of the driver's side floor mat with the movement of the accelerator pedal for each make, model and model year Subject Vehicle, included in Recall 09V-388. Explain in detail how Toyota became aware of the issue, e.g., whether the issue was discovered during the design or production phase of a vehicle, whether Toyota was first informed by a customer complaint, etc.

9. State when Toyota first became aware of interference or allegations of interference of the driver's side floor mat with the movement of the accelerator pedal for each make, model and model year Subject Vehicle, included in Recall 10V-023. Explain in detail how Toyota became aware of the issue, e.g., whether the issue was discovered during the design or production phase of a vehicle, whether Toyota was first informed by a customer complaint, etc.

10. State in detail, in chronological order, all information and/or allegations related to the issue(s) of interference between the accelerator pedal and driver's side floor mat in Subject Vehicle(s) from the time Toyota first became aware of the issue to the present. This detailed chronology shall include the date of the incident, the date(s) Toyota received information and/or allegations regarding interference between the accelerator pedal and driver's side floor mat, an identification of the vehicle (Make, model, model year and VIN if available and owner's name), and a summary of the information and allegations.

11. Produce, in chronological order, all documents related to the chronology provided in your response to the immediately above information request.

12. Describe in detail, in chronological order, each and every effort by Toyota to inquire into, understand, investigate, assess, analyze, test, study, survey, simulate, evaluate, and /or determine contributing factors to and causes of (collectively, "actions") actual or alleged interference between the accelerator pedal and a floor mat (hereinafter sometimes referred to as "accelerator pedal interference") in Subject Vehicle(s) or a subset of them. For each such action, provide the following information:

    a. Action title or identifier;
    b. The actual or planned start date;
    c. The actual or expected end date;
    d. A brief summary of the subject and objective of the action;
    e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
    f. A summary of the findings and/or conclusions resulting from the action.

13. For each action identified in your answer to number 12, produce copies of all documents related to the action regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

14. As of July 1, 2007, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

15. As of October 1, 2007, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

16. As of January 1, 2008, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

17. As of April 1, 2008, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more

Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

18. As of July 1, 2008, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

19. As of October 1, 2008, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

20. As of January 1, 2009, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

21. As of April 1, 2009, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

22. As of July 1, 2009, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

23. As of October 1, 2009, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual

conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

24. As of January 1, 2010, was Toyota considering and/or assessing alleged or actual interference between the accelerator pedal and driver's side floor mat in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

25. Identify each and every individual (including individuals working for or on behalf of Toyota as well as individuals working for or on behalf of a Toyota supplier) who, after Toyota first became aware of the possibility of interference between the accelerator pedal and driver's side floor mat issue in the Subject Vehicle(s), was informed of the issue, discussed the issue, or was involved with any aspect of the issue. For each, separately state when he/she was informed thereof and his/her best recollection of what he/she was informed in relation to the issue or any aspect(s) of the issue. Also, describe what each person's responsibility, role, or other involvement is or was in relation to the issue.

26. Describe all modifications or changes considered and/or made by or on behalf of Toyota, including the supplier(s) of accelerator pedals for Subject Vehicle(s) or for a future model of a subject vehicle, in the design, material composition, manufacturing, quality control, or installation of the accelerator pedals, from the start of production of Subject Vehicle(s) to the present, which relate to or may relate to actual or potential interference between the accelerator pedal and a floor mat in Subject Vehicle(s). For each such modification or change, provide the following information:

    a. A detailed description of the modification or change;
    b. The reason(s) for the modification or change;
    c. Whether the modification or change was implemented and if so when;
    d. The part numbers (service and engineering) of the original accelerator pedal;
    e. The part number (service and engineering) of the modified accelerator pedal;
    f. Whether the original unmodified accelerator pedal was withdrawn from production and/or sale and if so, when;
    g. When the modified accelerator pedal was made available as a service accelerator pedal;
    h. Whether the modified accelerator pedal can be interchanged with earlier production accelerator pedals; and
    i. The date or approximate date on which the modification or change was incorporated into vehicle production

    Also, provide the above information for any modification or change that Toyota is aware of which is tentatively or actually planned to be incorporated into vehicle production within the next year.

27. Describe all modifications or changes considered and/or made by or on behalf of Toyota in the design, software, logic, quality control, or installation of the electronic throttle control system in the Subject Vehicle(s), from the start of production of Subject Vehicle(s) to date which relate to or may relate to interference between the accelerator pedal and driver's side floor mat and/or accelerator pedal interference in Subject Vehicle(s). For each such modification or change, provide the following information:

    a. A detailed description of the modification or change;
    b. The reason(s) for the modification or change;
    c. Whether the modification or change was implemented and if so when; and
    d. The date or approximate date on which the modification or change was incorporated into vehicle production.

    Also, provide the above information for any modification or change that Toyota is aware of which is tentatively or actually planned to be incorporated into vehicle production, including smart pedal technology, within the next year.

28. With regard to the remedy in Recall 07E-082, state:

    a. What organization within Toyota had been assigned responsibility to develop what ultimately became that remedy;
    b. When that organization was assigned responsibility to develop what ultimately became that remedy;
    c. When the conceptual remedy of what ultimately was identified as the remedy was identified;
    d. The identities of all persons involved in developing the conceptual remedy for what ultimately became that remedy and what each did;
    e. When the remedy was finalized for testing purposes;
    f. When the remedy was tested;
    g. When the formulation of the remedy was completed;
    h. When supplier(s) were informed, tentatively, of likely needed parts for the remedy, when parts were priced, and when parts were actually ordered for the remedy; and
    i. The names of the suppliers for the remedy and what each supplier provided

29. With regard to the remedies for and related to the accelerator pedals in Recalls 09V-388 and 10V-023, as amended and supplemented, state:

    a. What organization within Toyota had been assigned responsibility to develop what ultimately became that remedy;
    b. When that organization was assigned responsibility to develop what ultimately became that remedy;
    c. When the conceptual remedy of what ultimately was identified as the remedy was identified;

- d. The identities of all persons involved in developing the conceptual remedy for what ultimately became that remedy and what each did;
- e. When the remedy was finalized for testing purposes;
- f. When the remedy was tested;
- g. When the formulation of the remedy was completed; and
- h. When supplier(s) were informed, tentatively, of likely needed parts for the remedy, when parts were priced, and when parts were actually ordered for the remedy; and
- i. The names of the suppliers for the remedy and what each supplier provided.

30. With regard to each and every communication or meeting (in person, by telephone or by other electronic means) between and/or among Toyota employees in which the possibility of the existence of a problem or defect related to interference between the accelerator pedal and driver's side floor mat of the Subject Vehicle(s) was discussed, state the approximate date on which such communication or meeting was held, the name, job title, office, telephone number and employer of each participant, and provide a detailed summary of each communication or meeting. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used during each communication or meeting.

31. With regard to each and every communication, correspondence or notification between Toyota and any other person or entity not identified in your responses to the immediately above information request concerning the existence of a problem or defect with the Subject Vehicle(s) related to interference between the accelerator pedal and driver's side floor mat, state the approximate date on which each such communication, correspondence or notification was sent, identify the author and recipient, and provide a detailed summary of each. To the extent not included in your answer to the immediately above information request, this includes all communication, correspondence and notifications between Toyota and CTS Corporation and/or DENSO Corporation related to interference between the accelerator pedal and the driver's side floor mat in Subject Vehicles or vehicles that are identical or substantially similar to Subject Vehicles. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used, during each communication, correspondence, or notification.

32. Provide a chronology of all events that occurred in foreign countries with regard to interference between the accelerator pedal and the driver's side floor mat in vehicles that are identical or substantially similar to any of the Subject Vehicles. The chronology shall include, but not be limited to, all complaints and field reports of incidents. For each report include country of incident, make, model and year of vehicle, and date of incident. The chronology shall also include all changes in production intended to address the entrapment of accelerator pedals by a floor mat and all field campaigns, recalls and technical service bulletins intended to address the entrapment of accelerator pedals by a floor mat.

33. Produce, in chronological order, all documents related to the chronology provided in your response to the immediately above information request.

34. Separately, with regard to Toyota's response to each information request above, identify each person who provided information regarding the response.

35. Separately, with regard to Toyota's response to each information request above, identify each document considered or relied upon by Toyota in formulating its response, or otherwise identified in the response, and produce a copy of it.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166(b), (e) which authorize NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to require a manufacturer to make reports. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 of up to $6,000 per day, with a maximum of $16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6. This includes failing to respond to Office of Defects Investigation information requests. It could also lead to an action to compel Toyota to respond.

Unless otherwise stated, the applicable time period covered by this TQ is January 1, 2003, through the present date.

If the original of a document to be produced under these information requests is in a language other than English, Toyota shall produce the original and a translation of that document to English.

All documents submitted in response to these information requests, whether submitted in paper or electronic format, and other than the electronic database information produced (e.g., Excel or Access tables) which the agency will or may need to analyze, must be marked with consecutive page numbers or sequential identifiers so that any page can be identified and located using the file name (if submitted electronically) and page number.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, your company must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Your Company is required to submit two copies of the documents containing asserted confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR § 512.6.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office. Please refer to TQ10-001 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from Jennifer Timian at (202) 366-0209 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

Your company's written response to these information requests must be submitted to this office within 30 days of the date of this letter. If you have any questions concerning this information request, please contact Jennifer Timian of my staff at (202) 366-0209 or by e-mail at Jennifer.Timian@dot.gov. Response submission may be made by US Mail, fax (202) 366-7882, or e-mail rmd.odi@dot.gov.

Sincerely,

Kathleen C. DeMeter
Director, Office of Defects Investigation
Enforcement

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

FEB 16 2010

VIA FEDERAL EXPRESS – OVERNIGHT DELIVERY

Mr. Chris Tinto, Vice President
Toyota Motor North America, Inc.
601 Thirteenth Street, NW
Suite 910 South
Washington, DC 20005

NVS-215/jtt
TQ10-002

Re: Safety Recall 10V-017/TQ10-002

Dear Mr. Tinto:

On January 21, 2010, Toyota submitted a defect information report to the National Highway Traffic Safety Administration (NHTSA or Agency) notifying the agency of a recall involving certain Toyota vehicles and certain Pontiac Vibes with a defect in the accelerator pedal assembly that may result in the accelerator pedal becoming harder to depress, slower to return, or in the worse case, mechanically stuck in a partially depressed position (hereinafter referred to as "sticking accelerator pedal(s)"). NHTSA designated this as Recall 10V-017.

Upon further review of the defect information report and the recall, NHTSA, through its Recall Management Division, requires additional information from Toyota to more fully understand and evaluate, among other things, when and what Toyota learned of sticking accelerator pedals installed on its vehicles, the chronology of events leading up to Toyota's defect decision, Toyota's responses to problems with sticking accelerator pedals (both in the United States and abroad) and the timing of those responses, and the timeliness of Toyota's submission of its part 573 report. Accordingly, we have opened a timeliness query (TQ) to investigate these matters. The investigation's assigned identification number is TQ10-002. This letter contains information requests related to Recall 10V-017. In responding to these information requests, please first repeat the request before providing your response.

DEFINITIONS

1. "Toyota" means Toyota Motor Corporation, including all of its divisions, subsidiaries and affiliated enterprises (including but not limited to Toyota Motor North America, Inc., Toyota Motor Sales, USA, Inc., Toyota Motor Manufacturing, Indiana, Inc., Toyota Motor Manufacturing, Texas, Inc., Toyota Motor Manufacturing Kentucky, Inc., Toyota Motor Manufacturing Canada, Inc., Toyota Motor Manufacturing de Baja California, Inc., Subaru of Indiana Automotive, Inc. New United Motor Manufacturing, Inc.; and with respect to motor vehicles and motor vehicle equipment that have been offered for sale, sold, or leased in a country other than the United States, Toyota Motor Corporation, including all of its divisions, subsidiaries and affiliated enterprises (including but not limited to Toyota Motor Europe, Toyota

Tsusho Corporation (including African subsidiaries), Toyota South Pacific, and Toyota Kirloskar Motor Private Limited), including with respect to any of the foregoing within or outside the United States, any parent corporation, any subsidiary or affiliate, or any subsidiary or affiliate of any parent corporation, and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to) who are or were involved in any way with any of the following related to accelerator pedal assemblies in Subject Vehicles or motor vehicles that are identical or substantially similar to any of the Subject Vehicles or that otherwise contain a friction lever made in whole or in part of PPS or PA46 material:

a. Design, engineering, analysis, modification or production (e.g. quality control);
b. Testing, assessment or evaluation;
c. Consideration, or recognition of potential or actual defects and/or their safety relatedness, reporting, record-keeping and information management, (e.g., complaints, field reports (includes field technical reports), warranty information, part sales), analysis, claims, or lawsuits;
d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers;
e. Potential or actual recalls; and
f. Communications with suppliers of accelerator pedal assemblies and parts therein.

2. The term "you" or "your" refers to Toyota.

3. The term "person" includes natural persons, proprietorships, partnerships, firms, corporations, federal, state, and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.

4. The term "relate to" or "relating to" means constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning, or referring to, directly or indirectly.

5. The term "describe in detail" or "state in detail" mean the following:

a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact.
b. Particularize as to:
    i. The identity of each person involved in each such event, including but not limited to persons employed by Toyota and those persons purporting to act for Toyota;
    ii. The specific acts of each person participating in each such event;
    iii. The date and time of each such event;

iv. The address and location of each such event; and
v. The identity of each person present during each such event.

6. To "identify" or "state the identity of" a natural person means to state his/her full name, title, office, present work address and telephone number, and the name, address and telephone number of his/her present or last known employer, if any. Once an individual has been so identified, he or she may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

7. To "identify" or "state the identity of" a person other than a natural person means to state its full name and the present or last known address and telephone number of its headquarters. Once such a "person" has been so identified, it may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

8. The term "Subject Vehicle(s)" refers to all vehicles covered by NHTSA Recall 10V-017, as provided by Toyota in its defect information report submitted as part of or in connection with this recall, including any amendments. Subject Vehicles include MY 2007-2010 Toyota Tundra, MY 2008 – 2010 Toyota Sequoia, MY 2005–2010 Toyota Avalon, MY 2007-2010 Toyota Camry, MY 2009-2010 Toyota Corolla, 2009-2010 Toyota Corolla Matrix, MY 2009-2010 Toyota RAV 4, MY 2010 Toyota Highlander and MY 2009-2010 Pontiac Vibe, and vehicles that are identical or substantially similar to any of the foregoing vehicles as defined in 49 CFR § 579.4(d), and Toyota vehicles equipped with an accelerator pedal assembly containing a friction lever made in whole or in part of PPS or PA46 materials, whether or not the vehicles are covered by NHTSA Recall 10V-017 and whether or not the vehicle is identical or substantially similar to vehicles covered by NHTSA Recall 10V-017.

9. The term "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or

revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this information request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

10. Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4. The term vehicles that are "identical or substantially similar to" a motor vehicle sold in the United States shall include vehicles within the meaning of 49 CFR 579.4(d).

11. The term "smart pedal" refers to a vehicle throttle system that, when receiving conflicting pedal applications (i.e., simultaneous application of service braking and throttle) ignores or otherwise does not respond to the request for throttle and instead interprets the conflicting request as one for service braking and returns the throttle to the idle, or near idle, position (or something to that effect in that it significantly reduces or eliminates the engine's power production). This term includes systems that operate similarly, even if not characterized as a "smart pedal" system (e.g., "brake pedal override") by Toyota.

12. The term "foreign" means outside of the United States.

INFORMATION REQUESTS

1. State, by make, model and model year, the number of Subject Vehicles Toyota has manufactured for sale or lease in the United States. Also, separately, for each Subject Vehicle manufactured for sale or lease in the United States to date by Toyota, state the following:

   a. Vehicle identification number (VIN);
   b. The manufacturer and part number of the accelerator pedal assembly installed on the vehicle;
   c. Whether the vehicle was equipped with smart pedal or similar system;
   d. Date of manufacture (in "dd/mm/yyyy" date format);
   e. Date warranty coverage commenced; and

f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2003, or a compatible format, entitled "US PRODUCTION DATA." Provide a separate table for each Model Year.

2. State, by make, model and model year, the number of vehicles that are identical or substantially similar to any of the Subject Vehicles, as defined in 49 CFR § 579.4(d), and Toyota has manufactured for sale or lease outside of the United States. Also, separately, for each such vehicle, state the following:

   a. The manufacturer and part number of the accelerator pedal assembly installed on the vehicle;
   b. Whether the vehicle was equipped with smart pedal or similar system;
   c. Date of manufacture (in "dd/mm/yyyy" date format); and
   d. The country where the vehicle was originally sold or leased (or delivered for sale or lease).

   Provide the table in Microsoft Access 2003, or a compatible format, entitled "FOREIGN PRODUCTION DATA." Provide a separate table for each Model Year.

3. Separately, by make, model, model year of Subject Vehicle, state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to a sticking accelerator pedal in the Subject Vehicle(s) manufactured for sale or lease in the United States.

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including field technical reports and dealer field reports;
   c. Reports involving a crash/fire, injury, or fatality based on claims against the manufacturer involving a death or injury; notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a Subject Vehicle;
   d. Property damage claims (including to own vehicle);
   e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

   The scope of this information request includes allegations and observations of an accelerator pedal becoming harder to depress, slower to return (or an allegation of slow return to idle), or stuck in a partially depressed position, including but not limited to allegations such as an accelerator pedal stuck and engine racing; the pedal sticking and the engine revving up; the vehicle accelerating in an uncontrolled manner, with the driver having to lift the throttle pedal with the driver's foot due to it sticking down while driving; the engine speed stayed high causing uncontrolled acceleration after the accelerator pedal was released; while driving the engine RPM remained high after releasing the accelerator pedal; and similar allegations by the owner of a Subject Vehicle, driver or passenger of the Subject Vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian), including the attorney or representative of such person, or in a field technical report.

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for subparts "c" through "f", provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT—US."

4. Separately, by make, model, model year of Subject Vehicle, and country where the subject vehicle was originally sold or leased (or otherwise transferred as a new vehicle from Toyota to a third party), state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to a sticking accelerator pedal in the Subject Vehicle(s) manufactured for sale or lease outside of the United States:

    a. Consumer complaints, including those from fleet operators;
    b. Field reports, including dealer field reports;
    c. Reports involving a crash/fire, injury, or fatality based on claims against the manufacturer involving a death or injury; notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a Subject Vehicle;
    d. Property damage claims (including to own vehicle);
    e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
    f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

The scope of this information request includes allegations and observations of an accelerator pedal becoming harder to depress, slower to return (or an allegation of slow return to idle), or stuck in a partially depressed position, including allegations such as an accelerator pedal stuck and engine racing; the pedal sticking and the engine revving up; the vehicle accelerating in an uncontrolled manner, with the driver having to lift the throttle pedal with the driver's foot due to it sticking down while driving; the engine speed stayed high causing un-controlled acceleration after the accelerator pedal was released; while driving the engine RPM remained high after releasing the accelerator pedal; and similar allegations by the owner of a Subject Vehicle, driver or passenger of the Subject Vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian) including the attorney or representative of such person, or in a field technical report.

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for subparts "c" through "f", provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT—OUTSIDE US."

5. Separately, for each item (complaint, report, claim, notice, proceeding or lawsuit) within the scope of your responses to Information Requests 3 or 4, state the following information:

   a. Toyota's file number or other identifier used;
   b. The category of the item, as identified in Information Request 2 or 3 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
   d. Vehicle's make, model and model year;
   e. Vehicle's VIN;
   f. The name of the manufacturer, the Toyota part number, supplier, and supplier's part number of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with a smart pedal or similar system;
   h. Vehicle's mileage at time of incident;
   i. Incident date (in "dd/mm/yyyy" date format);
   j. Report or claim date (in "dd/mm/yyyy" date format);
   k. Whether a crash is alleged;
   l. Whether property damage is alleged;
   m. Number of alleged injuries, if any;
   n. Number of alleged fatalities, if any; and
   o. How Toyota characterized the complaint, report etc (e.g., safety-related concern, driveability issue, customer satisfaction issue)

Provide this information in a Microsoft Access 2003 (or a compatible format) file titled "REQUEST NUMBERTHREE/FOUR DATA."

6. Produce copies of all documents related to each item within the scope of Information Request Nos. 3 and/or 4. Organize the documents separately by request (3 or 4), category (i.e., consumer complaints, field reports, etc.) and in chronological order.

7. a. Produce a copy of each notice, bulletin, and other communication (including those transmitted by electronic means and including warranty and policy extension communiqués and product improvement bulletins) sent by Toyota to a unit of Toyota outside of the United States, a manufacturer, or to more than one distributor, dealer, owner, purchaser, lessor or lessee outside of the United States regarding accelerator pedal(s) in Subject Vehicle(s) (other than those issued on Recalls 07E-082, 09V-388 and 10V-023).

   b. Produce a copy of each communication relating to a customer satisfaction campaign, consumer advisory, recall, or other safety activity regarding accelerator pedal(s) in Subject Vehicles that Toyota issued to, or made available to, more than one dealer, distributor, lessor, lessee, other manufacturer, owner, or purchaser outside of the United States (other than those issued on Recalls 07E-082, 09V-388 and 10V-023).

8. State by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date, that relate to or may relate to a sticking accelerator pedal in Subject Vehicle(s) in the United States: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. (This does not include claims for implementation of recall(s) related to the accelerator pedal that followed Toyota's filing of a 49 CFR 573.6 report with NHTSA for a Subject Vehicle.)

   Separately, for each such claim, state the following information:

   a. Toyota's claim number;
   b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
   c. VIN;
   d. A description of any part (including an accelerator pedal) removed, including the Toyota part number if available;
   e. A description of any part (including an accelerator pedal) installed, including the Toyota part number if available;
   f. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with smart pedal or similar system;
   h. Repair/service date (in "dd/mm/yyyy" date format);
   i. Vehicle mileage at time of repair;

j. Repairing/servicing dealer's or facility's name, telephone number, city and state or ZIP code;
k. Labor operation number;
l. Problem code;
m. Concern stated by customer; and
n. Comment, if any, by dealer/technician relating to claim, repair and/or service.

Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY—U.S." Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA—U.S."

9. Describe in detail the search criteria used by Toyota to identify the claims identified in response to the immediately above information request, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to any aspect of the sticking accelerator pedal in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

10. State by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to or may relate to a sticking accelerator pedal in Subject Vehicle(s) outside of the United States: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a. Toyota's claim number;
b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
c. VIN;
d. Country where the service or repair took place;
e. A description of any part (including an accelerator pedal) removed, including the Toyota part number if available;
f. A description of any part (including an accelerator pedal) installed, including the Toyota part number if available;
g. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
h. Whether the vehicle was equipped with smart pedal or similar system;
i. Repair/service date (in "dd/mm/yyyy" date format);

- j. Vehicle mileage at time of repair;
- k. Repairing/servicing dealer's or facility's name, telephone number, city, province, and/or other political subdivision;
- l. Labor operation number;
- m. Problem code;
- n. Concern stated by customer; and
- o. Comment, if any, by dealer/technician relating to claim, repair and/or service.

Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY— FOREIGN". Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA— FOREIGN".

11. Describe in detail the search criteria used by Toyota to identify the claims identified in response to the immediately above information request, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to any aspect of the sticking accelerator pedal in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

12. State when Toyota first became aware of allegations of sticking accelerator pedals for each make, model and model year Subject Vehicle, (a) within and (b) outside of the United States. Explain in detail how Toyota became aware of the issue, e.g., whether the issue was discovered during the design or production phase of a vehicle, whether Toyota was first informed by a customer complaint, etc.

13. Describe in detail all reports of sticking accelerator pedal(s) Toyota received between March 2007 and the end of January 2008, inclusive, from (a) within and (b) outside of the United States. Identify the make, model, model year and country where each of the Subject Vehicles with the sticking accelerator pedals was located. Describe each and every action by Toyota to investigate the sticking accelerator pedal in each vehicle. Summarize the results of each evaluation and assessment.

14. State in detail, in chronological order, all information and/or allegations related to the issue(s) of sticking accelerator pedal(s) in Subject Vehicle(s) from the time Toyota first became aware of the issue to the present, both within and outside of the United States. This detailed chronology shall include the date of each incident, the date(s) Toyota received information and/or allegations regarding sticking accelerator pedal(s), an identification of the vehicle (Make, model, model year and VIN if available), country where the alleged sticking incident occurred and owner's name, and a summary of the information and allegations. In this chronology, include each and every complaint and

field report (field technical report) that Toyota (including a subsidiary or other business entity controlled by Toyota and located in a foreign country that received information and/or allegations regarding unintended acceleration) received related to sticking accelerator pedals.

15. Produce, in chronological order, all documents related to the chronology provided in your response to the immediately above information request.

16. Describe in detail, in chronological order, each and every effort by Toyota to inquire into, understand, investigate, assess, analyze, test, study, survey, simulate, evaluate, and /or determine contributing factors to and causes of (collectively, "actions") actual or alleged sticking accelerator pedals in Subject Vehicle(s) or a subset of them. For each such action, provide the following information:

    a. Action title or identifier;
    b. The actual or planned start date;
    c. The actual or expected end date;
    d. A brief summary of the subject and objective of the action;
    e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
    f. A summary of the findings and/or conclusions resulting from the action.

    Toyota's response shall address, among other items, all field reports (field technical reports) involving allegations such as an accelerator pedal stuck and engine racing to maximum RPM; the pedal sticking and the engine revving up to maximum RPM; the vehicle accelerating in an uncontrolled manner, with the driver having to lift the throttle pedal with the driver's foot due to it sticking down while driving; the engine speed stayed high causing uncontrolled acceleration after the accelerator pedal was released; and while driving the engine RPM remained high after releasing the accelerator pedal.

17. For each action identified in your answer to the immediately above information request, produce copies of all documents related to the action regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

18. As of January 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

19. As of April 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

20. As of July 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

21. As of October 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

22. As of January 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

23. As of April 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment

24. As of July 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

25. As of October 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

26. As of January 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

27. As of April 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters

considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

28. As of July 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

29. As of October 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

30. As of January 1, 2010, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

31. Describe in detail the decision-making process (including persons and groups involved and all dates associated with any steps in the procedure and process) with regard to Toyota's decision on how to characterize complaints, field reports (field technical reports), and claims related to sticking accelerator pedals identified in your responses to the above information requests, and state in detail Toyota's rationale for not characterizing complaints, field reports (field technical reports), and claims related to sticking accelerator pedals as safety-related, if they were not so characterized.

32. Identify each and every individual (including individuals working for or on behalf of Toyota as well as individuals working for or on behalf of a Toyota supplier) who, after Toyota first became aware of the possibility of or an actual sticking accelerator pedal in one or more Subject Vehicle(s), was informed of the issue, discussed the issue, or was involved with any aspect of the issue including but not limited to investigations and determining root cause, characterizing complaints as safety-related or not, advising on whether to modify or change the accelerator pedal or any part thereof, and implementing changes to the accelerator pedal. For each, separately state when he/she was informed thereof and his/her best recollection of what he/she was informed in relation to the issue or any aspect(s) of the issue. Also, describe what each person's responsibility, role, or other involvement is or was in relation to the issue.

33. State when Toyota decided to begin and when Toyota began design and material changes regarding accelerator pedals starting with any Aygo/Yaris sold in the United States or a foreign country. State when these changes were implemented. State when Toyota decided to begin and when Toyota began design and material changes regarding accelerator pedals on models, other than the Aygo/Yaris, sold in the United States or a

foreign country. State when these changes were implemented, by model and country of sale. Describe in detail the design and material changes implemented by Toyota.

34. Produce, by Subject Vehicle model, all documents related to your answer to the immediately above information request.

35. Describe all modifications and/or changes considered and/or made by or on behalf of Toyota, including the supplier(s) of accelerator pedals for Subject Vehicle(s) or for a future model of a Subject Vehicle, in the material composition (e.g., from PA46 material to PPS material), design (e.g., lengthen the arm of the friction lever), manufacturing, quality control, or installation of the accelerator pedals, from the start of production of Subject Vehicle(s) to the present, which relate to or may relate to actual or potential sticking accelerator pedals in Subject Vehicle(s), in the United States and outside the United States, including but not limited to Europe and Canada. For each such modification or change, provide the following information:

    a. The country in which Subject Vehicles(s) with the modification or change were made available and the date the modification or change was first implemented for each Subject Vehicle manufactured for sale in that country;
    b. A detailed description of the modification or change;
    c. The reason(s) for the modification or change;
    d. Whether the modification or change was implemented and if so when;
    e. The part numbers (service and engineering) of the original accelerator pedal;
    f. The part number (service and engineering) of the modified accelerator pedal;
    g. Whether the original unmodified accelerator pedal was withdrawn from production and/or sale and if so, when;
    h. When the modified accelerator pedal was made available as a service accelerator pedal;
    i. Whether the modified accelerator pedal can be interchanged with earlier production accelerator pedals;
    j. The date or approximate date on which the modification or change was incorporated into vehicle production;
    k. All reasons and technical justifications, including data, for the implementation of the modification or change in some markets (e.g., Europe) but not others (e.g., not the United States) at the time the modification or change initially was implemented.

    Also, provide the above information for any modification or change that Toyota is aware of which is tentatively or actually planned to be incorporated into vehicle production within the next year.

36. Produce, by action, in chronological order, all documents related to your response to the immediately above information request.

37. With regard to the remedy in Recall 10V-017, state:

a. What organization within Toyota had been assigned responsibility to develop what ultimately became that remedy;
b. When that organization was assigned responsibility to develop what ultimately became that remedy;
c. When the conceptual remedy of what ultimately was identified as the remedy was identified;
d. The identities of all persons involved in developing the conceptual remedy for what ultimately became that remedy and each person's role in the development;
e. When the remedy was finalized for testing purposes;
f. When the remedy was tested;
g. When the formulation of the remedy was completed;
h. When supplier(s) were informed, tentatively, of likely needed parts for the remedy, when parts were priced, and when parts were actually ordered for the remedy; and
i. The names of the suppliers for the remedy and what each supplier provided.

38. With regard to each and every communication or meeting (in person, by telephone or by other electronic means) between and/or among Toyota employees in which the possibility of the existence of an issue, problem or defect related to sticking accelerator pedals on Subject Vehicle(s) was discussed including but not limited to the incidents themselves, safety–relatedness of sticking accelerator pedal(s), and changes to the accelerator pedal(s) including changes in some markets (e.g., Europe) but not others (e.g., the United States), state the approximate date on which such communication or meeting was held; state the name, job title, office, telephone number and employer of each participant; and provide a detailed summary of each communication or meeting. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used during each communication or meeting.

39. With regard to each and every communication, correspondence or notification between Toyota and any other person or entity not identified in your response to the immediately above information request concerning the existence of an issue, problem or defect in the Subject Vehicle(s) related to a sticking accelerator pedal, including CTS Corporation to the extent not included in your response to the immediately above information request, state the approximate date on which each such communication, correspondence or notification was sent; identify the author and recipient of any document; and provide a detailed summary of each communication, correspondence or notification. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used, during each communication, correspondence, or notification.

40. Produce, in chronological order, all documents amounting to or referring to communications between Toyota and CTS Corporation, a supplier of pedals to Toyota identified in Toyota's January 21, 2010 Part 573 report for Recall 10V-017, related to sticking accelerator pedals.

41. Separately, with regard to Toyota's response to each information request above, identify each person who provided information regarding the response.

42. Separately, with regard to Toyota's response to each information requests above, identify each document considered or relied upon by Toyota in formulating its response, or otherwise.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166(b), (e) which authorize NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to require a manufacturer to make reports. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 of up to $6,000 per day, with a maximum of $16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6. This includes failing to respond to Office of Defects Investigation information requests. It could also lead to an action to compel Toyota to respond.

Unless otherwise stated, the applicable time period covered by this TQ is January 1, 2003, through the present date.

If the original of a document to be produced under these information requests is in a language other than English, Toyota shall produce the original and a translation of that document to English.

All documents submitted in response to these information requests, whether submitted in paper or electronic format, and other than the electronic database information produced (e.g., Excel or Access tables), which the agency will or may need to analyze, must be marked with consecutive page numbers or sequential identifiers so that any page can be identified and located using the file name (if submitted electronically) and page number.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, your company must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Your Company is required to submit two copies of the documents containing asserted confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR § 512.6.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office. Please refer to TQ10-002 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from Jennifer Timian at (202) 366-0209 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

Your company's written response to these information requests must be submitted to this office within 30 days of the date of this letter. If you have any questions concerning this information request, please contact Jennifer Timian of my staff at (202) 366-0209 or by e-mail at Jennifer.Timian@dot.gov. Response submission may be made by US Mail, fax (202) 366-7882, or e-mail rmd.odi@dot.gov.

Sincerely,

Kathleen C. DeMeter
Director, Office of Defects Investigation
Enforcement

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

FEB 16 2010

VIA FEDERAL EXPRESS – OVERNIGHT DELIVERY

Mr. Chris Tinto, Vice President
Toyota Motor North America, Inc.
601 Thirteenth Street, NW
Suite 910 South
Washington, DC 20005

NVS-215/jtt
TQ10-002

Re: Safety Recall 10V-017/TQ10-002

Dear Mr. Tinto:

On January 21, 2010, Toyota submitted a defect information report to the National Highway Traffic Safety Administration (NHTSA or Agency) notifying the agency of a recall involving certain Toyota vehicles and certain Pontiac Vibes with a defect in the accelerator pedal assembly that may result in the accelerator pedal becoming harder to depress, slower to return, or in the worse case, mechanically stuck in a partially depressed position (hereinafter referred to as "sticking accelerator pedal(s)"). NHTSA designated this as Recall 10V-017.

Upon further review of the defect information report and the recall, NHTSA, through its Recall Management Division, requires additional information from Toyota to more fully understand and evaluate, among other things, when and what Toyota learned of sticking accelerator pedals installed on its vehicles, the chronology of events leading up to Toyota's defect decision, Toyota's responses to problems with sticking accelerator pedals (both in the United States and abroad) and the timing of those responses, and the timeliness of Toyota's submission of its part 573 report. Accordingly, we have opened a timeliness query (TQ) to investigate these matters. The investigation's assigned identification number is TQ10-002. This letter contains information requests related to Recall 10V-017. In responding to these information requests, please first repeat the request before providing your response.

DEFINITIONS

1. "Toyota" means Toyota Motor Corporation, including all of its divisions, subsidiaries and affiliated enterprises (including but not limited to Toyota Motor North America, Inc., Toyota Motor Sales, USA, Inc., Toyota Motor Manufacturing, Indiana, Inc., Toyota Motor Manufacturing, Texas, Inc., Toyota Motor Manufacturing Kentucky, Inc., Toyota Motor Manufacturing Canada, Inc., Toyota Motor Manufacturing de Baja California, Inc., Subaru of Indiana Automotive, Inc. New United Motor Manufacturing, Inc.; and with respect to motor vehicles and motor vehicle equipment that have been offered for sale, sold, or leased in a country other than the United States, Toyota Motor Corporation, including all of its divisions, subsidiaries and affiliated enterprises (including but not limited to Toyota Motor Europe, Toyota

Tsusho Corporation (including African subsidiaries), Toyota South Pacific, and Toyota Kirloskar Motor Private Limited), including with respect to any of the foregoing within or outside the United States, any parent corporation, any subsidiary or affiliate, or any subsidiary or affiliate of any parent corporation, and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to) who are or were involved in any way with any of the following related to accelerator pedal assemblies in Subject Vehicles or motor vehicles that are identical or substantially similar to any of the Subject Vehicles or that otherwise contain a friction lever made in whole or in part of PPS or PA46 material:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- c. Consideration, or recognition of potential or actual defects and/or their safety relatedness, reporting, record-keeping and information management, (e.g., complaints, field reports (includes field technical reports), warranty information, part sales), analysis, claims, or lawsuits;
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers;
- e. Potential or actual recalls; and
- f. Communications with suppliers of accelerator pedal assemblies and parts therein.

2. The term "you" or "your" refers to Toyota.

3. The term "person" includes natural persons, proprietorships, partnerships, firms, corporations, federal, state, and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.

4. The term "relate to" or "relating to" means constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning, or referring to, directly or indirectly.

5. The term "describe in detail" or "state in detail" mean the following:

- a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact.
- b. Particularize as to:
  - i. The identity of each person involved in each such event, including but not limited to persons employed by Toyota and those persons purporting to act for Toyota;
  - ii. The specific acts of each person participating in each such event;
  - iii. The date and time of each such event;

  iv. The address and location of each such event; and
  v. The identity of each person present during each such event.

6. To "identify" or "state the identity of" a natural person means to state his/her full name, title, office, present work address and telephone number, and the name, address and telephone number of his/her present or last known employer, if any. Once an individual has been so identified, he or she may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

7. To "identify" or "state the identity of" a person other than a natural person means to state its full name and the present or last known address and telephone number of its headquarters. Once such a "person" has been so identified, it may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

8. The term "Subject Vehicle(s)" refers to all vehicles covered by NHTSA Recall 10V-017, as provided by Toyota in its defect information report submitted as part of or in connection with this recall, including any amendments. Subject Vehicles include MY 2007-2010 Toyota Tundra, MY 2008 – 2010 Toyota Sequoia, MY 2005–2010 Toyota Avalon, MY 2007-2010 Toyota Camry, MY 2009-2010 Toyota Corolla, 2009-2010 Toyota Corolla Matrix, MY 2009-2010 Toyota RAV 4, MY 2010 Toyota Highlander and MY 2009-2010 Pontiac Vibe, and vehicles that are identical or substantially similar to any of the foregoing vehicles as defined in 49 CFR § 579.4(d), and Toyota vehicles equipped with an accelerator pedal assembly containing a friction lever made in whole or in part of PPS or PA46 materials, whether or not the vehicles are covered by NHTSA Recall 10V-017 and whether or not the vehicle is identical or substantially similar to vehicles covered by NHTSA Recall 10V-017.

9. The term "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or

revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this information request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

10. Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4. The term vehicles that are "identical or substantially similar to" a motor vehicle sold in the United States shall include vehicles within the meaning of 49 CFR 579.4(d).

11. The term "smart pedal" refers to a vehicle throttle system that, when receiving conflicting pedal applications (i.e., simultaneous application of service braking and throttle) ignores or otherwise does not respond to the request for throttle and instead interprets the conflicting request as one for service braking and returns the throttle to the idle, or near idle, position (or something to that effect in that it significantly reduces or eliminates the engine's power production). This term includes systems that operate similarly, even if not characterized as a "smart pedal" system (e.g., "brake pedal override") by Toyota.

12. The term "foreign" means outside of the United States.

INFORMATION REQUESTS

1. State, by make, model and model year, the number of Subject Vehicles Toyota has manufactured for sale or lease in the United States. Also, separately, for each Subject Vehicle manufactured for sale or lease in the United States to date by Toyota, state the following:

   a. Vehicle identification number (VIN);
   b. The manufacturer and part number of the accelerator pedal assembly installed on the vehicle;
   c. Whether the vehicle was equipped with smart pedal or similar system;
   d. Date of manufacture (in "dd/mm/yyyy" date format);
   e. Date warranty coverage commenced; and

f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2003, or a compatible format, entitled "US PRODUCTION DATA." Provide a separate table for each Model Year.

2. State, by make, model and model year, the number of vehicles that are identical or substantially similar to any of the Subject Vehicles, as defined in 49 CFR § 579.4(d), and Toyota has manufactured for sale or lease outside of the United States. Also, separately, for each such vehicle, state the following:

   a. The manufacturer and part number of the accelerator pedal assembly installed on the vehicle;
   b. Whether the vehicle was equipped with smart pedal or similar system;
   c. Date of manufacture (in "dd/mm/yyyy" date format); and
   d. The country where the vehicle was originally sold or leased (or delivered for sale or lease).

   Provide the table in Microsoft Access 2003, or a compatible format, entitled "FOREIGN PRODUCTION DATA." Provide a separate table for each Model Year.

3. Separately, by make, model, model year of Subject Vehicle, state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to a sticking accelerator pedal in the Subject Vehicle(s) manufactured for sale or lease in the United States.

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including field technical reports and dealer field reports;
   c. Reports involving a crash/fire, injury, or fatality based on claims against the manufacturer involving a death or injury; notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a Subject Vehicle;
   d. Property damage claims (including to own vehicle);
   e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

   The scope of this information request includes allegations and observations of an accelerator pedal becoming harder to depress, slower to return (or an allegation of slow return to idle), or stuck in a partially depressed position, including but not limited to allegations such as an accelerator pedal stuck and engine racing; the pedal sticking and the engine revving up; the vehicle accelerating in an uncontrolled manner, with the driver having to lift the throttle pedal with the driver's foot due to it sticking down while driving; the engine speed stayed high causing uncontrolled acceleration after the accelerator pedal was released; while driving the engine RPM remained high after releasing the accelerator pedal; and similar allegations by the owner of a Subject Vehicle, driver or passenger of the Subject Vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian), including the attorney or representative of such person, or in a field technical report.

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for subparts "c" through "f", provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT—US."

4. Separately, by make, model, model year of Subject Vehicle, and country where the subject vehicle was originally sold or leased (or otherwise transferred as a new vehicle from Toyota to a third party), state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to a sticking accelerator pedal in the Subject Vehicle(s) manufactured for sale or lease outside of the United States:

a. Consumer complaints, including those from fleet operators;
b. Field reports, including dealer field reports;
c. Reports involving a crash/fire, injury, or fatality based on claims against the manufacturer involving a death or injury; notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a Subject Vehicle;
d. Property damage claims (including to own vehicle);
e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

The scope of this information request includes allegations and observations of an accelerator pedal becoming harder to depress, slower to return (or an allegation of slow return to idle), or stuck in a partially depressed position, including allegations such as an accelerator pedal stuck and engine racing; the pedal sticking and the engine revving up; the vehicle accelerating in an uncontrolled manner, with the driver having to lift the throttle pedal with the driver's foot due to it sticking down while driving; the engine speed stayed high causing un-controlled acceleration after the accelerator pedal was released; while driving the engine RPM remained high after releasing the accelerator pedal; and similar allegations by the owner of a Subject Vehicle, driver or passenger of the Subject Vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian) including the attorney or representative of such person, or in a field technical report.

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for subparts "c" through "f", provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT—OUTSIDE US."

5. Separately, for each item (complaint, report, claim, notice, proceeding or lawsuit) within the scope of your responses to Information Requests 3 or 4, state the following information:

   a. Toyota's file number or other identifier used;
   b. The category of the item, as identified in Information Request 2 or 3 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
   d. Vehicle's make, model and model year;
   e. Vehicle's VIN;
   f. The name of the manufacturer, the Toyota part number, supplier, and supplier's part number of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with a smart pedal or similar system;
   h. Vehicle's mileage at time of incident;
   i. Incident date (in "dd/mm/yyyy" date format);
   j. Report or claim date (in "dd/mm/yyyy" date format);
   k. Whether a crash is alleged;
   l. Whether property damage is alleged;
   m. Number of alleged injuries, if any;
   n. Number of alleged fatalities, if any; and
   o. How Toyota characterized the complaint, report etc (e.g., safety-related concern, driveability issue, customer satisfaction issue)

Provide this information in a Microsoft Access 2003 (or a compatible format) file titled "REQUEST NUMBERTHREE/FOUR DATA."

6. Produce copies of all documents related to each item within the scope of Information Request Nos. 3 and/or 4. Organize the documents separately by request (3 or 4), category (i.e., consumer complaints, field reports, etc.) and in chronological order.

7. a. Produce a copy of each notice, bulletin, and other communication (including those transmitted by electronic means and including warranty and policy extension communiqués and product improvement bulletins) sent by Toyota to a unit of Toyota outside of the United States, a manufacturer, or to more than one distributor, dealer, owner, purchaser, lessor or lessee outside of the United States regarding accelerator pedal(s) in Subject Vehicle(s) (other than those issued on Recalls 07E-082, 09V-388 and 10V-023).

   b. Produce a copy of each communication relating to a customer satisfaction campaign, consumer advisory, recall, or other safety activity regarding accelerator pedal(s) in Subject Vehicles that Toyota issued to, or made available to, more than one dealer, distributor, lessor, lessee, other manufacturer, owner, or purchaser outside of the United States (other than those issued on Recalls 07E-082, 09V-388 and 10V-023).

8. State by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date, that relate to or may relate to a sticking accelerator pedal in Subject Vehicle(s) in the United States: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. (This does not include claims for implementation of recall(s) related to the accelerator pedal that followed Toyota's filing of a 49 CFR 573.6 report with NHTSA for a Subject Vehicle.)

   Separately, for each such claim, state the following information:

   a. Toyota's claim number;
   b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
   c. VIN;
   d. A description of any part (including an accelerator pedal) removed, including the Toyota part number if available;
   e. A description of any part (including an accelerator pedal) installed, including the Toyota part number if available;
   f. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with smart pedal or similar system;
   h. Repair/service date (in "dd/mm/yyyy" date format);
   i. Vehicle mileage at time of repair;

j. Repairing/servicing dealer's or facility's name, telephone number, city and state or ZIP code;
k. Labor operation number;
l. Problem code;
m. Concern stated by customer; and
n. Comment, if any, by dealer/technician relating to claim, repair and/or service.

Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY—U.S." Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA—U.S."

9. Describe in detail the search criteria used by Toyota to identify the claims identified in response to the immediately above information request, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to any aspect of the sticking accelerator pedal in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

10. State by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to or may relate to a sticking accelerator pedal in Subject Vehicle(s) outside of the United States: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a. Toyota's claim number;
b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
c. VIN;
d. Country where the service or repair took place;
e. A description of any part (including an accelerator pedal) removed, including the Toyota part number if available;
f. A description of any part (including an accelerator pedal) installed, including the Toyota part number if available;
g. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
h. Whether the vehicle was equipped with smart pedal or similar system;
i. Repair/service date (in "dd/mm/yyyy" date format);

j. Vehicle mileage at time of repair;
k. Repairing/servicing dealer's or facility's name, telephone number, city, province, and/or other political subdivision;
l. Labor operation number;
m. Problem code;
n. Concern stated by customer; and
o. Comment, if any, by dealer/technician relating to claim, repair and/or service.

Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY— FOREIGN". Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA— FOREIGN".

11. Describe in detail the search criteria used by Toyota to identify the claims identified in response to the immediately above information request, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to any aspect of the sticking accelerator pedal in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

12. State when Toyota first became aware of allegations of sticking accelerator pedals for each make, model and model year Subject Vehicle, (a) within and (b) outside of the United States. Explain in detail how Toyota became aware of the issue, e.g., whether the issue was discovered during the design or production phase of a vehicle, whether Toyota was first informed by a customer complaint, etc.

13. Describe in detail all reports of sticking accelerator pedal(s) Toyota received between March 2007 and the end of January 2008, inclusive, from (a) within and (b) outside of the United States. Identify the make, model, model year and country where each of the Subject Vehicles with the sticking accelerator pedals was located. Describe each and every action by Toyota to investigate the sticking accelerator pedal in each vehicle. Summarize the results of each evaluation and assessment.

14. State in detail, in chronological order, all information and/or allegations related to the issue(s) of sticking accelerator pedal(s) in Subject Vehicle(s) from the time Toyota first became aware of the issue to the present, both within and outside of the United States. This detailed chronology shall include the date of each incident, the date(s) Toyota received information and/or allegations regarding sticking accelerator pedal(s), an identification of the vehicle (Make, model, model year and VIN if available), country where the alleged sticking incident occurred and owner's name, and a summary of the information and allegations. In this chronology, include each and every complaint and

field report (field technical report) that Toyota (including a subsidiary or other business entity controlled by Toyota and located in a foreign country that received information and/or allegations regarding unintended acceleration) received related to sticking accelerator pedals.

15. Produce, in chronological order, all documents related to the chronology provided in your response to the immediately above information request.

16. Describe in detail, in chronological order, each and every effort by Toyota to inquire into, understand, investigate, assess, analyze, test, study, survey, simulate, evaluate, and /or determine contributing factors to and causes of (collectively, "actions") actual or alleged sticking accelerator pedals in Subject Vehicle(s) or a subset of them. For each such action, provide the following information:

    a. Action title or identifier;
    b. The actual or planned start date;
    c. The actual or expected end date;
    d. A brief summary of the subject and objective of the action;
    e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
    f. A summary of the findings and/or conclusions resulting from the action.

    Toyota's response shall address, among other items, all field reports (field technical reports) involving allegations such as an accelerator pedal stuck and engine racing to maximum RPM; the pedal sticking and the engine revving up to maximum RPM; the vehicle accelerating in an uncontrolled manner, with the driver having to lift the throttle pedal with the driver's foot due to it sticking down while driving; the engine speed stayed high causing uncontrolled acceleration after the accelerator pedal was released; and while driving the engine RPM remained high after releasing the accelerator pedal.

17. For each action identified in your answer to the immediately above information request, produce copies of all documents related to the action regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

18. As of January 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

19. As of April 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

20. As of July 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

21. As of October 1, 2007, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

22. As of January 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

23. As of April 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment

24. As of July 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

25. As of October 1, 2008, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

26. As of January 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

27. As of April 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters

considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

28. As of July 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

29. As of October 1, 2009, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

30. As of January 1, 2010, was Toyota considering and/or assessing alleged or actual sticking accelerator pedal(s) in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

31. Describe in detail the decision-making process (including persons and groups involved and all dates associated with any steps in the procedure and process) with regard to Toyota's decision on how to characterize complaints, field reports (field technical reports), and claims related to sticking accelerator pedals identified in your responses to the above information requests, and state in detail Toyota's rationale for not characterizing complaints, field reports (field technical reports), and claims related to sticking accelerator pedals as safety-related, if they were not so characterized.

32. Identify each and every individual (including individuals working for or on behalf of Toyota as well as individuals working for or on behalf of a Toyota supplier) who, after Toyota first became aware of the possibility of or an actual sticking accelerator pedal in one or more Subject Vehicle(s), was informed of the issue, discussed the issue, or was involved with any aspect of the issue including but not limited to investigations and determining root cause, characterizing complaints as safety-related or not, advising on whether to modify or change the accelerator pedal or any part thereof, and implementing changes to the accelerator pedal. For each, separately state when he/she was informed thereof and his/her best recollection of what he/she was informed in relation to the issue or any aspect(s) of the issue. Also, describe what each person's responsibility, role, or other involvement is or was in relation to the issue.

33. State when Toyota decided to begin and when Toyota began design and material changes regarding accelerator pedals starting with any Aygo/Yaris sold in the United States or a foreign country. State when these changes were implemented. State when Toyota decided to begin and when Toyota began design and material changes regarding accelerator pedals on models, other than the Aygo/Yaris, sold in the United States or a

foreign country. State when these changes were implemented, by model and country of sale. Describe in detail the design and material changes implemented by Toyota.

34. Produce, by Subject Vehicle model, all documents related to your answer to the immediately above information request.

35. Describe all modifications and/or changes considered and/or made by or on behalf of Toyota, including the supplier(s) of accelerator pedals for Subject Vehicle(s) or for a future model of a Subject Vehicle, in the material composition (e.g., from PA46 material to PPS material), design (e.g., lengthen the arm of the friction lever), manufacturing, quality control, or installation of the accelerator pedals, from the start of production of Subject Vehicle(s) to the present, which relate to or may relate to actual or potential sticking accelerator pedals in Subject Vehicle(s), in the United States and outside the United States, including but not limited to Europe and Canada. For each such modification or change, provide the following information:

    a. The country in which Subject Vehicles(s) with the modification or change were made available and the date the modification or change was first implemented for each Subject Vehicle manufactured for sale in that country;
    b. A detailed description of the modification or change;
    c. The reason(s) for the modification or change;
    d. Whether the modification or change was implemented and if so when;
    e. The part numbers (service and engineering) of the original accelerator pedal;
    f. The part number (service and engineering) of the modified accelerator pedal;
    g. Whether the original unmodified accelerator pedal was withdrawn from production and/or sale and if so, when;
    h. When the modified accelerator pedal was made available as a service accelerator pedal;
    i. Whether the modified accelerator pedal can be interchanged with earlier production accelerator pedals;
    j. The date or approximate date on which the modification or change was incorporated into vehicle production;
    k. All reasons and technical justifications, including data, for the implementation of the modification or change in some markets (e.g., Europe) but not others (e.g., not the United States) at the time the modification or change initially was implemented.

    Also, provide the above information for any modification or change that Toyota is aware of which is tentatively or actually planned to be incorporated into vehicle production within the next year.

36. Produce, by action, in chronological order, all documents related to your response to the immediately above information request.

37. With regard to the remedy in Recall 10V-017, state:

- a. What organization within Toyota had been assigned responsibility to develop what ultimately became that remedy;
- b. When that organization was assigned responsibility to develop what ultimately became that remedy;
- c. When the conceptual remedy of what ultimately was identified as the remedy was identified;
- d. The identities of all persons involved in developing the conceptual remedy for what ultimately became that remedy and each person's role in the development;
- e. When the remedy was finalized for testing purposes;
- f. When the remedy was tested;
- g. When the formulation of the remedy was completed;
- h. When supplier(s) were informed, tentatively, of likely needed parts for the remedy, when parts were priced, and when parts were actually ordered for the remedy; and
- i. The names of the suppliers for the remedy and what each supplier provided.

38. With regard to each and every communication or meeting (in person, by telephone or by other electronic means) between and/or among Toyota employees in which the possibility of the existence of an issue, problem or defect related to sticking accelerator pedals on Subject Vehicle(s) was discussed including but not limited to the incidents themselves, safety–relatedness of sticking accelerator pedal(s), and changes to the accelerator pedal(s) including changes in some markets (e.g., Europe) but not others (e.g., the United States), state the approximate date on which such communication or meeting was held; state the name, job title, office, telephone number and employer of each participant; and provide a detailed summary of each communication or meeting. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used during each communication or meeting.

39. With regard to each and every communication, correspondence or notification between Toyota and any other person or entity not identified in your response to the immediately above information request concerning the existence of an issue, problem or defect in the Subject Vehicle(s) related to a sticking accelerator pedal, including CTS Corporation to the extent not included in your response to the immediately above information request, state the approximate date on which each such communication, correspondence or notification was sent; identify the author and recipient of any document; and provide a detailed summary of each communication, correspondence or notification. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used, during each communication, correspondence, or notification.

40. Produce, in chronological order, all documents amounting to or referring to communications between Toyota and CTS Corporation, a supplier of pedals to Toyota identified in Toyota's January 21, 2010 Part 573 report for Recall 10V-017, related to sticking accelerator pedals.

41. Separately, with regard to Toyota's response to each information request above, identify each person who provided information regarding the response.

42. Separately, with regard to Toyota's response to each information requests above, identify each document considered or relied upon by Toyota in formulating its response, or otherwise.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166(b), (e) which authorize NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to require a manufacturer to make reports. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 of up to $6,000 per day, with a maximum of $16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6. This includes failing to respond to Office of Defects Investigation information requests. It could also lead to an action to compel Toyota to respond.

Unless otherwise stated, the applicable time period covered by this TQ is January 1, 2003, through the present date.

If the original of a document to be produced under these information requests is in a language other than English, Toyota shall produce the original and a translation of that document to English.

All documents submitted in response to these information requests, whether submitted in paper or electronic format, and other than the electronic database information produced (e.g., Excel or Access tables), which the agency will or may need to analyze, must be marked with consecutive page numbers or sequential identifiers so that any page can be identified and located using the file name (if submitted electronically) and page number.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, your company must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Your Company is required to submit two copies of the documents containing asserted confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR § 512.6.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office. Please refer to TQ10-002 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from Jennifer Timian at (202) 366-0209 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

Your company's written response to these information requests must be submitted to this office within 30 days of the date of this letter. If you have any questions concerning this information request, please contact Jennifer Timian of my staff at (202) 366-0209 or by e-mail at Jennifer.Timian@dot.gov. Response submission may be made by US Mail, fax (202) 366-7882, or e-mail rmd.odi@dot.gov.

Sincerely,

Kathleen C. DeMeter
Director, Office of Defects Investigation
Enforcement

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

FEB 16 2010

VIA FEDERAL EXPRESS – OVERNIGHT DELIVERY

Mr. Chris Tinto, Vice President
Toyota Motor North America, Inc.
601 Thirteenth Street, NW
Suite 910 South
Washington, DC 20005

NVS-215/jtt
RQ10-003

Re: Unintended Acceleration in Toyota vehicles/RQ10-003

Dear Mr. Tinto:

Toyota has notified the National Highway Traffic Safety Administration (NHTSA or Agency) of three recalls involving problems with or related to accelerator pedals on over five million Toyota vehicles. NHTSA has denominated these recalls as follows: (1) 07E-082, (2) 09V-388 and 10V-023 (the latter comprises those vehicles Toyota added to the 09V-388 recall population in its amended defect information report dated January 23, 2010), and (3) 10V-017. For ease of reference, at times, recalls 07E-082, 09V-388 and 10V-023 have been referred to as involving interference between the accelerator pedal and driver's side floor mat. At times, recall 10V-017 has been referred to as involving a sticking accelerator pedal assembly.

Upon further review of Toyota's defect information reports and the recalls, NHTSA, through its Recall Management Division, requires additional information from Toyota to more fully understand and evaluate, among other things, whether the scope of the recalls identified above (makes, models, and model years) is sufficiently broad. We are seeking to determine whether Toyota viewed the underlying defects too narrowly as interference between the accelerator pedal and the driver's side floor mat, or as a lever design (including materials) or performance problem giving rise to a sticking accelerator pedal, without fully considering the broader issue of unintended acceleration and any associated safety-related defects that warrant recalls. Unintended acceleration (defined more completely below) includes any failure of the engine to return to idle when there is no pressure by the driver's foot on the gas pedal and thus is broader than interference between the accelerator pedal and driver's side floor mat and sticking accelerator pedals with levers made of particular plastic(s). We are seeking information about how Toyota viewed complaints and other reports to Toyota and how Toyota assessed potential electromagnetic interference. We also require information from Toyota on why some models of vehicles with electronic throttle control were not included in the recalls. Accordingly, we have opened a recall query (RQ) to investigate these matters. This investigation's assigned identification number is RQ10-003.

In the interest of assuring that the problems with unintended acceleration have been fully identified and addressed, NHTSA is requesting further information from Toyota through the following information requests. In responding to these information requests, including requests for production of documents, please first repeat the question being asked before providing your response.

BACKGROUND

On September 26, 2007, Toyota submitted a defect information report to NHTSA regarding Toyota's recall and replacement of optional equipment all weather floor mats on model year (MY) 2007 and early 2008 Lexus ES350 and Toyota Camry vehicles manufactured between January 23, 2006, and September 13, 2007. NHTSA designated this as recall number 07E-082. In its defect information report, Toyota agreed with NHTSA that an unsecured all weather floor mat can migrate toward the accelerator pedal and prevent the pedal from returning to idle.

On October 5, 2009, Toyota submitted a defect information report to NHTSA with respect to a safety campaign regarding certain MY 2004 – 2009 Lexus and Toyota vehicles (some of which were included in recall number 07E-082) with a potential for interference between the accelerator pedal and driver's side floor mat. In the defect information report, Toyota explained that there is a potential for an accelerator pedal to get stuck in the wide open throttle position due to interference with an unsecured or incompatible driver's side floor mat. Toyota explained further that a stuck open accelerator pedal may result in high levels of unwanted acceleration, resulting in very high vehicle speeds, and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. NHTSA assigned Toyota's safety campaign the recall number 09V-388. Toyota supplemented its defect information report on November 25, 2009, in order to provide production information on the vehicles involved in that recall, and to provide its remedy plan and schedule for the recall campaign. On January 27, 2010, Toyota again supplemented its defect information report to include additional vehicles. As NHTSA received this supplemental defect information report in calendar year 2010, NHTSA considered it a new recall and assigned it recall number 10V-023 for the vehicles listed in this report.

On January 21, 2010, Toyota submitted a defect information report to NHTSA involving certain Toyota vehicles and certain Pontiac Vibes with regard to a defect in the accelerator pedal assembly which may result in the accelerator pedal becoming harder to depress, slower to return, or in the worst case, mechanically sticking in a partially depressed position. This recall, which has been referred to as sticking accelerator pedal(s) or stuck accelerator pedal(s), has been designated as recall number 10V-017 by NHTSA.

DEFINITIONS

1. "Toyota" means Toyota Motor Corporation, including all of its divisions, subsidiaries and affiliated enterprises (including but not limited to Toyota Motor North America, Inc., Toyota Motor Sales, USA, Inc., Toyota Motor Manufacturing, Indiana, Inc., Toyota Motor Manufacturing, Texas, Inc., Toyota Motor Manufacturing Kentucky, Inc., Toyota Motor Manufacturing Canada, Inc., Toyota Motor Manufacturing de Baja California, Inc., Subaru of Indiana Automotive, Inc. New United Motor Manufacturing, Inc.; and with respect to motor vehicles and motor vehicle equipment that have been offered for sale, sold, or leased in a country other than the United States, Toyota Motor Corporation, including all of its divisions,

subsidiaries and affiliated enterprises (including but not limited to Toyota Motor Europe, Toyota Tsusho Corporation (including African subsidiaries), Toyota South Pacific, and Toyota Kirloskar Motor Private Limited), including with respect to any of the foregoing within or outside of the United States, any parent corporation, any subsidiary or affiliate, or any subsidiary or affiliate of any parent corporation, and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to) who are or were involved in any way with any of the following related to accelerator pedal assemblies and/or throttle control in Subject Vehicles:

a. Design, engineering, analysis, modification or production (e.g. quality control);
b. Testing, assessment or evaluation;
c. Consideration or recognition of potential or actual defects and/or their safety relatedness, reporting, record-keeping and information management, (e.g., complaints, field reports (includes field technical reports), warranty information, part sales), analysis, claims or lawsuits;
d. Communication to, from or intended for zone representatives, fleets, dealers or other field locations, including but not limited to people who have the capacity to obtain information from dealers;
e. Potential or actual recalls; and
f. Communications with suppliers of accelerator pedal assemblies and parts therein.

2. The term "you" or "your" refers to Toyota.

3. The term "person" includes natural persons, proprietorships, partnerships, firms, corporations, federal, state and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.

4. The term "relate to" or "relating to" means constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning or referring to, directly or indirectly.

5. The terms "describe in detail" or "state in detail" mean the following:

a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact;
b. Particularize as to;
    i. The identity of each person involved in each such event, including but not limited to persons employed by Toyota and those persons purporting to act for Toyota;
    ii. The specific acts of each person participating in each such event;
    iii. The date and time of each such event;

iv. The address and location of each such event; and
v. The identity of each person present during each such event.

6. To "identify" or "state the identity of" a natural person means to state his/her full name, title, office, present or last known address and telephone number, and the name, address and telephone number of his/her present or last known employer, if any. Once an individual has been so identified, he or she may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

7. To "identify" or "state the identity of" a person other than a natural person means to state its full name and the present or last known address and telephone number of its headquarters. Once such a "person" has been so identified, it may thereafter be identified by name alone so long as reference is made to the paragraph in which the complete identity is given.

8. The term "Subject Vehicle(s)" refers to all vehicles manufactured by Toyota for sale or lease inside the United States and/or outside of the United States and equipped with an electronic throttle control system.

9. The term "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally

produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

10. The term "unintended acceleration" refers to unintended, unrequested, uncontrollable, and/or unexplained acceleration of a Subject Vehicle, and to the failure of a vehicle's engine to return to idle when the driver takes his or her foot off of the accelerator pedal or raises his or her foot to a position where the engine ordinarily would return to idle, regardless of the alleged or determined cause of the acceleration or failure to decelerate or return to idle and regardless of the speed at which the event allegedly took place. For purposes of this RQ IR, "unintended acceleration" does not include incidents that Toyota determined were caused or substantially contributed to by interference between the vehicle's accelerator pedal and floor mat, and as to which Toyota has reported fully in its response to NHTSA's information request in TQ10-001. Nor does "unintended acceleration" include incidents that Toyota determined were caused or substantially contributed to by a sticking accelerator pedal, and as to which Toyota has reported fully in its response to NHTSA's information request in TQ10-002.

11. Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

12. The term "electronic throttle control" refers to a system that adjusts the vehicle's throttle position based on input from the accelerator pedal position via electronic signal to (as distinguished from a mechanical linkage such as a cable with) the vehicle throttle control system. This term includes systems that operate similarly (e.g., Toyota's link-less and link/link-less systems), even if not characterized as "electronic throttle control" by Toyota.

13. The term "smart pedal" refers to a vehicle throttle system that, when receiving conflicting pedal applications (i.e. simultaneous application of service braking and throttle) ignores or otherwise does not respond to the request for throttle and instead interprets the conflicting request as one for service braking and returns the throttle to the idle, or near idle, position (or something to that effect in that it significantly reduces or eliminates the engine's power production). This term includes systems that operate similarly, even if not characterized as a "smart pedal" system (e.g., "brake pedal override") by Toyota.

INFORMATION REQUESTS

1. Provide a table with production counts broken out by the categories listed below for all Subject Vehicles Toyota has manufactured for sale or lease in the United States:

    a. Make;
    b. Model;
    c. Model year;
    d. Engine;

e. The type of electronic throttle control system used (e.g., link or link-less);
f. Transmission (e.g., manual, automatic with sequential shifter, or automatic with conventional shifter);
g. Ignition system (e.g., mechanical key or electronic key - Advanced Key system); and
h. Pedal supplier.

Provide the table in Microsoft Excel, or a compatible format, entitled "PRODUCTION DATA—U.S." Provide a separate table for each model year.

2. Provide a table with production counts broken out by the categories listed below for all Subject Vehicles Toyota has manufactured for sale or lease outside of the United States:

   a. Make;
   b. Model;
   c. Model year;
   d. Engine;
   e. The type of electronic throttle control system used (e.g., link or link-less);
   f. Transmission (e.g., manual, automatic with sequential shifter, or automatic with conventional shifter);
   g. Ignition system (e.g., mechanical key or electronic key - Advanced Key system); and
   h. Pedal supplier.

   Provide the table in Microsoft Excel, or a compatible format, entitled "PRODUCTION DATA—OUTSIDE U.S." Provide a separate table for each model year in each country.

3. Separately, by make, model and model year of Subject Vehicle manufactured for sale or lease in the United States, state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in the Subject Vehicle(s):

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including dealer field reports;
   c. Reports, claims, or notices involving a crash/fire, injury, or fatality;
   d. Property damage claims (including the claimant's own vehicle);
   e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

   The scope of this information request includes all allegations and observations of unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in a Subject Vehicle by the owner of the vehicle, driver or passenger of the vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian) including the attorney or representative of such person, or in a field report or field technical report.

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for subparts "d" through "f", provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT—U.S."

4. Separately, for each item (complaint, report, claim, notice, proceeding or lawsuit) within the scope of your response to Information Request 3, state the following information:

   a. Toyota's file number or other identifier used;
   b. The category of the item, as identified in Information Request 3 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
   d. Vehicle's make, model and model year
   e. Vehicle's VIN;
   f. The name of the manufacturer, the Toyota part number, supplier, and supplier's part number, of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with a smart pedal or similar system;
   h. Vehicle's mileage at time of incident;
   i. Incident date (in "dd/mm/yyyy" date format);
   j. Report or claim date (in "dd/mm/yyyy" date format);
   k. Whether a crash is alleged;
   l. Whether property damage is alleged;
   m. Number of alleged injuries, if any;
   n. Number of alleged fatalities, if any;
   o. The assessment of a Toyota dealer of the actual or likely cause or factors contributing to the unintended acceleration (if there was no examination of the

vehicle by a dealer, so state; if a dealer examined the vehicle and did not identify the actual or likely cause or factors contributing to the unintended acceleration, so state); and

p. Toyota's assessment of the cause or factors contributing to the unintended acceleration (if Toyota has not and has never identified the actual or likely cause or factors contributing to the unintended acceleration, so state).

Provide this information in a Microsoft Access 2003 (or a compatible format) file titled "REQUEST NUMBER FOUR DATA—U.S."

5. Produce copies of all documents related to each item within the scope of Information Request 3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and in chronological order.

6. Separately, by make, model and model year of Subject Vehicle and country where the Subject Vehicle was originally sold or leased (or otherwise transferred as a new vehicle from Toyota to a third party), state the number of each of the following received by Toyota, or of which Toyota is otherwise aware, which relate to or may relate to unintended acceleration, other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in the Subject Vehicle(s) manufactured for sale or lease outside of the United States:

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including dealer field reports;
   c. Reports, notices, or claims involving a crash/fire, injury, or fatality;
   d. Property damage claims (including to the claimant's own vehicle);
   e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

The scope of this information request includes all allegations and observations of unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in a Subject Vehicle by the owner of the vehicle, driver or passenger of the vehicle, person in a vehicle that was in a crash with a Subject Vehicle, or other person who was hit by a Subject Vehicle (e.g., a pedestrian) including the attorney or representative of such person, or in a field report or field technical report.

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for subparts "d" through "f", provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in a Microsoft Excel 2003 (or a compatible format) file titled "MANUFACTURER REPORT COUNT—OUTSIDE US."

7. Separately, for each item (complaint, report, claim, notice, proceeding or lawsuit) within the scope of your response to Information Request 6, state the following information:

   a. Toyota's file number or other identifier used;
   b. The category of the item, as identified in Information Request 6 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
   d. Vehicle's make, model and model year and country where subject vehicle was originally sold or leased (or otherwise transferred as a new vehicle from Toyota to a third party);
   e. Vehicle's VIN;
   f. The name of the manufacturer, the Toyota part number, supplier, and supplier's part number, of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with a smart pedal or similar system;
   h. Vehicle's mileage at time of incident;
   i. Incident date (in "dd/mm/yyyy" date format);
   j. Report or claim date (in "dd/mm/yyyy" date format);
   k. Whether a crash is alleged;
   l. Whether property damage is alleged;
   m. Number of alleged injuries, if any;
   n. Number of alleged fatalities, if any;
   o. The assessment of a Toyota dealer of the actual or likely cause or factors contributing to the unintended acceleration (if there was no examination of the vehicle by a dealer, so state; if a dealer examined the vehicle and did not identify the actual or likely cause or factors contributing to the unintended acceleration, so state); and
   p. Toyota's assessment of the cause or factors contributing to the unintended acceleration (if Toyota has not and has never identified the actual or likely cause or factors contributing to the unintended acceleration, so state).

Provide this information in a Microsoft Access 2003 (or a compatible format) file titled "REQUEST NUMBER SEVEN DATA—OUTSIDE U.S."

8. Produce copies of all documents related to each item within the scope of Information Request 6. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and in chronological order.

9. For Subject Vehicles manufactured for sale or lease in the United States, state by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to or may relate to unintended acceleration, other than to interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than to sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. (This does not include claims for implementation of recall(s) that followed Toyota's filing of a 49 CFR 573.6 report for NHTSA Recall 07E-082, 09V-388, 10V-023 or 10V-017 for a Subject Vehicle).

   Separately, for each such claim, state the following information:

   a. Toyota's claim number;
   b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
   c. VIN;
   d. A description of any part removed, including the Toyota part number if available;
   e. A description of any part installed , including the Toyota part number if available;
   f. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
   g. Whether the vehicle was equipped with a smart pedal or similar system;
   h. Repair/service date (in "dd/mm/yyyy" date format);
   i. Vehicle mileage at time of repair;
   j. Repairing/servicing dealer's or facility's name, telephone number, city and state or ZIP code;
   k. Labor operation number;
   l. Problem code;
   m. Concern stated by customer; and
   n. Comment, if any, by dealer/technician relating to claim, underlying problem, repair and/or service.

   Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY—U.S." Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA—U.S."

10. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Information Request 9, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations,

labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged unintended acceleration in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the subject component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

11. For Subject Vehicles manufactured for sale or lease outside of the United States, state by make, model, model year, and the country where the Subject Vehicles were originally sold or leased (or otherwise transferred as a new vehicle from Toyota to a third party), a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to or may relate to unintended acceleration, other than to sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a. Toyota's claim number;
b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
c. VIN;
d. Country of origin of the claim;
e. A description of any part removed, including the Toyota part number if available;
f. A description of any part installed , including the Toyota part number if available;
g. The manufacturer and Toyota part number and supplier of the accelerator pedal installed on the vehicle;
h. Whether the vehicle was equipped with smart pedal or similar system;
i. Repair/service date (in "dd/mm/yyyy" date format);
j. Vehicle mileage at time of repair;
k. Repairing/servicing dealer's or facility's name, telephone number, city and province, state or other political subdivision;
l. Labor operation number;
m. Problem code;
n. Concern stated by customer; and
o. Comment, if any, by dealer/technician relating to claim, underlying problem, repair and/or service.

Provide the summary warranty data table electronically in a Microsoft Excel 2003 (or a compatible format) file titled "WARRANTY DATA SUMMARY—OUTSIDE U.S." Provide the warranty data in a Microsoft Access 2003 (or a compatible format) file titled "WARRANTY DATA—OUTSIDE U.S."

12. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Information Request 11, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged unintended acceleration in the Subject Vehicle(s). State, by make and model year, the terms of the new vehicle warranty coverage (including the subject component) offered by Toyota on the Subject Vehicle(s) (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the Subject Vehicle(s) and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

13. State in detail, in chronological order, all information and/or allegations related to the issue(s) of unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in Subject Vehicle(s) manufactured for sale or lease in the United States from the time Toyota first became aware of the issue of unintended acceleration in any of these Subject Vehicles to the present. This detailed chronology shall include the date of the incident, the date(s) Toyota received the information and/or allegations related to the issue(s) of unintended acceleration, an identification of the vehicle (make, model, model year, VIN , and owner's name), a summary of the information and allegations, a statement of all reasons why Toyota has not included the incident as being caused or contributed to by interference between the accelerator pedal and driver's side floor mat or by a sticking pedal, and a statement of Toyota's belief as to the cause or contributing factors of the unintended acceleration. In this chronology, include each and every complaint and field report (field technical report) that Toyota received related to unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002.

14. Produce, in chronological order, all documents related to the chronology provided in your response to the immediately above information request.

15. For each make, model and model year of Subject Vehicles Toyota manufactured for sale or lease in the United States that was not included in recall 09V-388 or recall 10V-023, state in detail why that vehicle (identified by make, model and model year or part thereof) was not included in recall 09V-388 or recall 10V-023.

16. For each make, model and model year of Subject Vehicles Toyota manufactured for sale or lease in the United States that was not included in recall 10V-017, state in detail why that vehicle (identified by make, model and model year or part thereof) was not included in recall 10V-017.

17. State in detail, in chronological order, all information and/or allegations related to the issue(s) of unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in Subject Vehicle(s) manufactured for sale or lease in a country other than the United States, from the time Toyota first became aware of the issue of unintended acceleration in any of these Subject Vehicles to the present. This detailed chronology shall include the date of the incident, the date(s) Toyota (including a subsidiary or other business entity controlled by Toyota and located in a foreign country) received the information and/or allegations related to the issue(s) of unintended acceleration, an identification of the vehicle (Make, model, model year and VIN if available and owner's name), a summary of the information and allegations, a statement of all reasons why Toyota has not included the incident as being caused or contributed to by interference between the accelerator pedal and driver's side floor mat or by a sticking pedal, and a statement of Toyota's belief as the cause or contributing factors to the unintended acceleration. In this chronology, include each and every complaint and field report (field technical report) that Toyota (including a subsidiary or other business entity controlled by Toyota and located in a foreign country) received related to unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002.

18. Produce, in chronological order, all documents related to the chronology provided in your response to the immediately above information request.

19. Describe in detail, in chronological order, each and every effort by Toyota to inquire into, understand, investigate, assess, analyze, test, study, survey, simulate, evaluate, and /or determine contributing factors to and causes of actual or alleged unintended acceleration (collectively, "actions"), other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in Subject Vehicle(s) or a subset of them. For each such action, provide the following information:

    a. Action title or identifier;
    b. The actual or planned start date;
    c. The actual or expected end date;
    d. The subset of Subject Vehicles that Toyota intended the action to involve;
    e. A brief summary of the subject and objective of the action;
    f. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
    g. A summary of the findings and/or conclusions resulting from the action.

20. For each action identified in your answer to the immediately above information request, produce copies of all documents related to the action regardless of whether the

documents are in interim, draft, or final form. Organize the documents chronologically by action.

21. As of January 1, 2007, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

22. As of April 1, 2007, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

23. As of July 1, 2007, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

24. As of October 1, 2007, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

25. As of January 1, 2008, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all

matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

26. As of April 1, 2008, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

27. As of July 1, 2008, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

28. As of October 1, 2008, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

29. As of January 1, 2009, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

30. As of April 1, 2009, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all

matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

31. As of July 1, 2009, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

32. As of October 1, 2009, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

33. As of January 1, 2010, was Toyota considering and/or assessing alleged or actual unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in one or more Subject Vehicles? If your answer is in the affirmative, identify the Subject Vehicles involved, describe in detail all matters considered and assessed and any tentative or actual conclusions that Toyota had reached as of that time. Identify the persons involved in the consideration or assessment.

34. Identify each and every individual (including individuals working for or on behalf of Toyota as well as individuals working for or on behalf of a Toyota supplier) who, after Toyota first became aware of the possibility of unintended acceleration in the Subject Vehicle(s), other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, was informed of the issue, discussed the issue, or was involved with any aspect of the issue. For each, separately state when he/she was informed thereof and his/her best recollection of what he/she was informed in relation to the issue or any aspect(s) of the issue. Also, describe what each person's responsibility, role, or other involvement is or was in relation to the issue.

35. Describe all modifications and/or changes considered and/or made by or on behalf of Toyota, from the start of production of Subject Vehicle(s) to the present, which relate to or may relate to actual or potential unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to

NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in Subject Vehicle(s). For each such modification or change, provide the following information:

a. A detailed description of the modification or change;
b. The reason(s) for the modification or change;
c. The subset of Subject Vehicles that Toyota intended the modification or change to affect;
d. Whether the modification or change was implemented and if so when;
e. The country in which Subject Vehicles(s) with the modification or change were made available and the date the modification or change was first implemented for each Subject Vehicle manufactured for sale in that country;
f. The original part numbers (service and engineering) and a description of the part;
g. The part number of the modified or changed part (service and engineering) and a description of the part;
h. Whether the original unmodified part was withdrawn from production and/or sale and if so, when;
i. When the modified part was made available as a service part;
j. Whether the modified part can be interchanged with an earlier production part;
k. The date or approximate date on which the modification or change was incorporated into vehicle production; and
l. All reasons and technical justifications, including data, for the implementation of the modification or change in some markets (e.g., Europe) but not others (e.g., not the United States) at the time the modification or change initially was implemented.

Also, provide the above information for any modification or change that Toyota is aware of which is tentatively or actually planned to be incorporated into vehicle production within the next year.

36. Describe in detail each and every electronic throttle control system Toyota has installed on Subject Vehicles. Include a description of the operation and functionality of the system, including any redundancies and/or checks built into the system, including but not limited to the closing of the throttle valve when the brakes are applied. Identify the vehicles (make, model, model year) that have had or have each such system, and identify those countries in which each subject vehicle was sold.

37. State in detail, beginning with Toyota's introduction of vehicles with electronic throttle controls in the United States, how Toyota protected against electromagnetic interference (EMI) and tested those protections.

38. Describe in detail Toyota's programs, from the development of the initial electronic throttle control systems to the present, for testing Subject Vehicles for susceptibility to EMI and/or electromagnetic compatibility (EMC), including testing performed at any and all stages of vehicle and component design and development, including but not limited to the early electronic sub assembly (ESA) design stage (i.e., at the circuit board and

component specification level); testing design and/or specifications of component suppliers' ESA's; and testing the design, specifications, and/or performance of the assembled ESA's in a whole vehicle (including any and all static testing and dynamometer testing of the whole vehicle).

39. For each stage of Toyota's EMI/EMC susceptibility testing described in your response to the preceding information request, provide the following:

    a. For each and every test conducted by Toyota, by stage, provide the following:

        i. Describe each test protocol in detail;
        ii. Identify the subject component of the test and what effect, if any, that component has on the vehicle's electronic throttle control system;
        iii. Provide a summary of Toyota's objective for each test;
        iv. Identify what constitutes a passing/failing result for the test;
        v. State whether the test is based fully or in substantial part on an existing SAE and/or ISO standard and, if so, identify the standard;
        vi. For tests based on an existing SAE and/or ISO standard but not identical to the standard, identify the standard and describe in detail the difference(s) between the SAE and/or ISO standard and the test conducted by Toyota;
        vii. Where applicable, provide a summary of Toyota's objective for conducting a test different from an existing applicable SAE and/or ISO standard;
        viii. If the test is on a whole vehicle (e.g., not a buck), state whether the test is static or performed with the vehicle on a dynamometer; and
        ix. Provide a copy of any test report, results, notes, evaluations, conclusions, or other documents produced during and/or related to this testing, and any and all conclusions drawn by Toyota therefrom.

    b. State in detail any and all conclusions Toyota has drawn regarding the testing described in Toyota's answer to the above as related to actual or potential unintended acceleration.

40. Describe each and every modification to Toyota's testing program or procedures (or any part thereof) for testing Subject Vehicle(s) for susceptibility to EMI and/or EMC since Toyota first became aware of allegations of unintended acceleration on Subject Vehicles. If Toyota has modified its EMI/EMC susceptibility testing program, provide the following information for each modification:

    a. A detailed description of the modification;
    b. A summary of Toyota's objective for the modification, including the specific issue(s) the modification was intended to address;
    c. The date the modification was implemented;
    d. The subset of Subject Vehicles Toyota intended the modification to effect;
    e. A summary of the findings and/or conclusions resulting from the modification.

f. Copies of all documents related to the modification regardless of whether the documents are in interim, draft, or final form;

41. Describe in detail all information in Toyota's possession regarding whether and the extent to which EMI has played a causal or contributory role in any incidents of unintended acceleration involving vehicles manufactured by Toyota, for sale or lease in the United States and/or for sale or lease outside of the United States. Identify and describe the reason(s), if any, the Subject Vehicles manufactured for sale or lease in the United States may be less, or more, susceptible or vulnerable to EMI.

42. Apart from interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001, sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, and any EMI problems described in your responses to the foregoing (above) information requests, describe in detail any other performance problems of which Toyota has information with regard to electronic throttle controls and whether those problems have led or, in Toyota's opinion, could lead to unintended acceleration.

43. With regard to each and every communication or meeting (in person, by telephone or by other electronic means) between and/or among Toyota employees in which the possibility of the existence of a problem or defect related to unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, in Subject Vehicle(s) was discussed, state the approximate date on which such communication or meeting was held, the name, job title, office, telephone number and employer of each participant, and provide a detailed summary of each communication or meeting. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used during each communication or meeting.

44. With regard to each and every communication, correspondence or notification between Toyota and any other person or entity not identified in your responses to the immediately above information request concerning the existence of a problem or defect with the Subject Vehicle(s) related to unintended acceleration, other than interference between the accelerator pedal and driver's side floor mat identified in your response to NHTSA's information requests in TQ10-001 and other than sticking accelerator pedals identified in your response to NHTSA's information requests in TQ10-002, state the approximate date on which each such communication, correspondence or notification was sent, identify the author and recipient, and provide a detailed summary of each. Identify and produce copies of any documents considered, reviewed, consulted, produced as a result, or otherwise used, during each communication, correspondence, or notification.

45. Please state the number of, and identify by date of incident, and date of Toyota's receipt or notice of the incident, all incidents involving a death or injury attributable, or claimed to be attributable, to unintended acceleration in the Subject Vehicles Toyota manufactured for sale or lease in the United States, that have not yet been reported to

NHTSA under the Early Warning Regulation (EWR), 49 CFR Part 579. To the extent any such incidents should have been previously reported to NHTSA, but were not, separately identify those incidents and, for each, explain why Toyota did not include the incident in a previous EWR report. For purposes of this question only, "unintended acceleration" includes incidents that Toyota determined were caused or substantially contributed to by interference between the vehicle's accelerator pedal and floor mat, and as to which Toyota may have reported in response to NHTSA's information request in TQ10-001. It also includes incidents that Toyota determined were caused or substantially contributed to by a sticking accelerator pedal, and as to which Toyota may have reported in its response to NHTSA's information request in TQ10-002.

46. Separately, with regard to Toyota's response to each information requests above, identify each person who provided information regarding the response.

47. Separately, with regard to Toyota's response to each information requests above, identify and produce a copy of each document considered or relied upon by Toyota in formulating its response, or otherwise identified in the response.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166(b), (e) which authorize NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to require a manufacturer to make reports. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 of up to $6,000 per day, with a maximum of $16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6. This includes failing to respond to Office of Defects Investigation information requests. It could also lead to an action to compel Toyota to respond.

Unless otherwise stated, the applicable time period covered by this RQ is January 1, 2000, through the present date.

If the original of a document to be produced under these information requests in a language other than English, Toyota shall produce the original and a translation of that document to English.

All documents submitted in response to these information requests, whether submitted in paper or electronic format, and other than the electronic database information produced (e.g., Excel or Access tables), which the agency will or may need to analyze, must be marked with consecutive page numbers or sequential identifiers so that any page can be identified and located using the file name (if submitted electronically) and page number.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, your company must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Your Company is required to submit two copies of the documents containing asserted confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR § 512.6.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office. Please refer to RQ10-003 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from Jennifer Timian at (202) 366-0209 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

Your company's written response to these information requests must be submitted to this office within 60 days of receiving this letter. If you have any questions concerning this information request, please contact Jennifer Timian of my staff at (202) 366-0209 or by e-mail at Jennifer.Timian@dot.gov. Response submission may be made by US Mail, fax (202) 366-7882, or e-mail rmd.odi@dot.gov.

Sincerely,

Kathleen C. DeMeter
Director, Office of Defects Investigation
Enforcement

Toyota Sudden Unintended Acceleration

February 5, 2010

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Acknowledgements

The report was written and its research conducted by Safety Research & Strategies, Inc. on behalf of consumers and the injured individuals, families and loved ones of the fatal victims of Toyota Sudden Unintended Acceleration.

This report is the sole property of Safety Research & Strategies and its contents reflect the work and the opinions of SRS. This report was not funded by attorneys, consumers, advocacy groups, or experts interested in this subject matter. It was not produced for litigation against Toyota Motor Company. We would nonetheless like to acknowledge five attorneys, who sponsored some of our research into Sudden Unintended Acceleration in Toyota vehicles: Donald Slavik of Habush, Habush & Rottier; Edgar F. "Hike" Heiskell III of Bailey & Glasser, LLP; John H. Gomez of the Gomez Law Firm; R. Graham Esdale Jr. of Beasley, Allen, Methvin, Portis & Miles PC; and Terrence McCartney of Rheingold, Valet, Rheingold, Shkolnik & McCartney LLP. We also acknowledge Randy and Alice Whitfield of Quality Control Systems Corp. for their insights and continued efforts in defect surveillance and government transparency.

We undertook this effort solely to help consumers who have suffered incalculable personal and economic losses and advance our public safety mission. It is our intention, in publishing this report, to provide a comprehensive accounting of the public record surrounding this complex problem. We hope it will encourage Toyota to take swift action and produce policy changes to prevent future tragedies.

This report was a collaboration among the entire SRS staff: Sean E. Kane; Ellen C. Liberman; Felix Click; Tony DiViesti; Melanie MacDonald; Lauri Stevenson; Ann Boudreau; Sharon Mitchell; Marilyn Charest; Ryan Gousie and Sarah Madsen.

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Toyota Sudden Unintended Acceleration

Executive Summary

This report examines the complexities and inconsistencies within the public record on Sudden Unintended Acceleration (SUA) incidents involving Toyota vehicles. It concludes that neither Toyota nor the National Highway Traffic Safety Administration (NHTSA) has identified all of the causes of SUA in Toyota and Lexus model vehicles, nor has the automaker implemented remedies that address the types of complaints consumers are reporting.

Since 1999, at least 2,262 Toyota and Lexus owners have reported to the National Highway Traffic Safety Administration, the media, the courts and to Safety Research & Strategies that their vehicles have accelerated suddenly and unexpectedly in a variety of scenarios. These incidents have resulted in 815 crashes, 341 injuries and, 19 deaths potentially related to sudden unintended acceleration.

Toyota's SUA problems span many years, makes and models. The scenarios in which they occur show different patterns of problems. Like many wide-spread problems, rarely is there a single root-cause. Toyota's recalls to date and continuing consumer complaints show this.

In 2003, the National Highway Traffic Safety Administration launched the first of eight separate investigations into SUA, beginning in 2003, into this phenomenon in Lexus models and Toyota Camry, Tacoma and Sienna vehicles. The agency never determined a cause for these incidents in five of the investigations; three resulted in determinations that all-weather accessory floor mats or vehicle trim had interfered with the accelerator pedal.

Toyota initially blamed customers for improperly installing accessory floor mats and resisted taking widespread action. In 2005 and 2007, the automaker launched two small recall campaigns. The first corrected an accelerator that could stick in Lexus IS250 vehicles; the second replaced all-weather floor mats in a limited group of 2007 and 2008 Lexus and Camry vehicles. More recently, under growing public pressure, Toyota has initiated much larger recalls to redesign floor mats, shorten the accelerator pedal, and in some vehicles, install a brake override feature. The automaker has also launched a second recall for sticky accelerator pedals.

Toyota has been slow to accept its responsibility in creating this safety hazard. That floor mats could so easily entrap the accelerator pedal suggests design flaws that could encompass the mat, the floor arrangement on the driver's side, the pedal mechanism itself, the pedal placement or any combination of these factors.

An accelerator pedal that is slow to return to idle requires repair, but does not cause Sudden Unintended Acceleration.

The agency's investigations have been too brief and cursory to find other causes. Its decisions to open or close probes, based on shifting statistical bases, have contributed to a continuing safety issue. That may be the result of a lack of electronic expertise, the resources to fully investigate the electronic causes, or a bias against non-mechanical causes, rooted in the 25-year, and frequently controversial, history of SUA.

Nonetheless, there is ample evidence to suggest that neither Toyota nor NHTSA have identified all of the causes of SUA in Toyota vehicles or all of the vehicles plagued by this problem. Of the 2,262 complaints, about half are from drivers of vehicles that haven't been recalled. The complaint data also show that replacing a sticking pedal or the floor mat will not resolve the problem, because:

- Drivers experience SUA when their vehicle is in idle mode.
- Drivers experience SUA when their foot is on the brake.
- Drivers experience SUA when no all-weather accessory floor mats are present or are properly installed.
- Drivers report that the vehicle accelerates while at constant highway speed.

These scenarios don't square with the current theories. Absent a mechanical cause, the automaker and the regulators must look more closely at the vehicle control systems, including the electronic throttle control assembly and the associated sensors. Toyota has consistently argued that its electronic throttle control design and failsafe systems are infallible. Drivers' experiences clearly prove that this is not true. Random, intermittent electronic faults are hard to detect, but they do occur – the electrical contacts, electromagnetic interference, and the programming of the electronic controls are all possible points of breakdown or interruption in an electronic system.

Regardless of the causes of sudden unintended acceleration in Toyota and Lexus vehicles, the automaker's first step should be measures to protect the public. The implementation of a brake-to-idle feature across all model lines and years may be a significant step in that direction. With this feature, the signal to brake would take precedence – even if the throttle were fully open. The brake override allows drivers to regain control of a runaway vehicle.

Sudden Unintended Acceleration is a contentious topic in automotive circles. The debate was born in the 1980s, when angry Audi owners, claiming that their vehicles could suddenly accelerate, were crashing their vehicles with alarming frequency. Audi blamed drivers unfamiliar with its vehicles. Drivers could not be persuaded that they had made an error. Five recalls ensued. Whether you believe that Audi was unfairly maligned or that the regulators failed, the lessons of the past are not necessarily instructive to the problems of the present. The Bowden cable, the linchpin of mechanical throttle designs, is rapidly becoming an obsolete technology. Vehicles are now complicated interfaces where mechanicals systems are controlled by increasingly sophisticated electronics. Any examination of SUA must fully explore the interactions between the two, as well as simpler, easy-to-understand causes. This has not yet been done for the Toyota SUA incidents.

Introduction

On August 28, 2009, California Highway Patrol Officer Mark Saylor, his wife, young daughter and brother-in-law died in a horrific crash, when the 2009 Lexus ES 350 Saylor had been driving, "failed to stop at the end of Highway 125."[1] According to the report filed a month later by NHTSA investigators, Saylor's Lexus, a loaner from Bob Baker Lexus of El Cajon, Calif., "entered the T-intersection and collided with a Ford Explorer. The Lexus continued on past the end of the T-intersection and struck an embankment, at which time it became airborne. The Lexus eventually came to rest in a dry riverbed where it burned for an extended period of time."[2]

Mark Saylor, his wife Cleofe, their 13-year-old daughter, Mahala, and brother-in-law Chris Lastrella were not the first occupants to die in a crash caused by Sudden Unintended Acceleration (SUA) in a Toyota or Lexus vehicle. An estimated 19 occupants have died in Toyota vehicles in which the driver or occupants described a scenario in which their vehicle inexplicably accelerated without their input and could not be stopped. But the moments before the Saylor crash were captured in a frantic and publicly broadcast 911 call from Lastrella, describing panic in a runaway vehicle.

It was a watershed moment in a crisis that had been forming for at least six years, caused by Toyota's neglect and failure to address the root causes, and by the National Highway Traffic Safety Administration's failure to identify any safety-related defect trends despite the steady stream of complaints. Since 2003, NHTSA's Office of Defect Investigations (ODI) has opened eight separate investigations into allegations of Sudden Unintended Acceleration involving Camry, Lexus ES 350, Sienna and Tacoma vehicles – five of which included Lexus vehicles. Most have been very brief, cursory, and closed with no defect finding. The only cause the agency has ever found for Toyota SUA has been pedal interference caused by floor mats, or in the case of the Toyota Sienna, trim interference.

In the past, Toyota had successfully responded by denying that any problem existed – but if pushed, blamed consumers for installing accessory floor mats that could entrap the accelerator pedal and agreed to replace the mats, or post warnings. This remedy had satisfied NHTSA – until the Saylor crash – which put renewed pressure on Toyota and the agency, to, at the very least come up with a much more substantive remedy.

Many could not understand why a highly experienced California Highway Patrol officer couldn't safely bring the vehicle under control and to a stop. After an inspection of the burned vehicle, NHTSA declared that the cause was an unsecured accessory all-weather floor mat entrapped the accelerator pedal. The inspection noted:

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[1] REPORT: Vehicle and Crash Site Inspection of 2009 Lexus ES-350 ; DP09001; Bill Collins; NHTSA; September 30, 2009

[2] REPORT: Vehicle and Crash Site Inspection of 2009 Lexus ES-350 ; DP09001; Bill Collins; NHTSA; September 30, 2009

> "The mat was not secured by either of the two retaining clips. The right clip was installed into the grommet of the carpeting but not installed into the mat. The left clip was found under the middle of mat but was not clipped to either the carpet or the rubber mat. Removal of the mat was difficult because the bottom edge of the accelerator pedal had melted to the upper right corner of the mat. Further inspection of the mat revealed that while it was a Lexus brand mat, it was not the correct application for the vehicle."[3]

Was that really the cause? (The report is ambiguous – it does not say that the mat was found on top of the pedal, rather the pedal had burned on to the mat. The pedal mechanism was found to be in good shape, with the ability to easily spring back.) If the floor mat was to blame, Toyota is guilty of failing to acknowledge the very serious and real consequences of pedal entrapment for at least two years, since the agency pointed out in a 2007 investigation that drivers could not easily stop a runaway vehicle.[4]

If the floor mat did not confine the pedal, then Toyota and Lexus owners have real cause to worry that their vehicles have an unidentified defect constituting a severe safety hazard.

Over the last eight years, Toyota has ignored many consumers' complaints, even as it quietly issued a number of Technical Service Bulletins to fix problems with its electronic throttles. The Electronic Throttle Control-intelligent (ETCS-i) throttles, first introduced in some models in 1998, were widely applied by the 2002 model year. Since 2005, Toyota has launched six recalls related to accelerator pedals – floor mat replacement was featured in four of these campaigns – although the October 2009 recall included other adjustments to the targeted vehicles. The most recent recalls, in January, were launched to replace sticking accelerator pedals on many late model Toyotas.[5]

Each of Toyota's recalls have focused on mechanical root causes while the company has denied any electronic connection to unintended acceleration.

Like many large-scale defect-related tragedies, there is rarely a singular cause or event at the root of a problem; rather, a number of issues align. Firestone tire/Ford Explorer rollovers that dominated the news at the beginning of the decade were the result of design and manufacturing defects in the tires, combined with an application on a rollover-prone vehicle that was sensitive to tires. In addition, the tire's long wear on the best-selling SUV ensured wide exposure.

There are many parallels between that crisis and Toyota's problems today. It is becoming increasingly apparent that Toyota SUA incidents stem from multiple causes. Complaints have been found across many years, makes and models of Toyota vehicles, under a range of driving conditions. Consumers' descriptions of SUA incidents do not all fit the current recall descriptions. Many consumers report sudden full-throttle occurrences when parking at low speeds with the brake applied. Others describe on-highway events in which the vehicle continues to increase in speed without pedal application. In many cases floor mats are secured or simply absent. Further, Toyota dealer and field service representatives' inspections report no physical impairments, such as a "sticky pedal."

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[3] [3] REPORT: Vehicle and Crash Site Inspection of 2009 Lexus ES-350 ; DP09001; Bill Collins; NHTSA; September 30, 2009

[4] Closing Resume EA0710; National Highway Traffic Safety Administration; October 11, 2007

[5] Recall 10V017; Toyota Motor Company; January 21, 2010

NHTSA's failure to respond effectively to these complaints may be affected by the agency's longstanding historical bias against non-mechanical or non-driver error causes of SUA. Although electronic problems within today's increasingly computer-saturated vehicles are well-known within the auto industry, the agency has given this possible cause short shrift. It may also underscore the weaknesses of the Early Warning Reporting (EWR) system, instituted in the wake of the Ford Explorer debacle. EWR data, (in addition to consumer reported complaints) submitted to NHTSA starting in 2003 showed some Toyota and Lexus models exhibiting SUA claim rates that should have drawn closer attention to the problems.

Unraveling the complex mix of the SUA problems will take time. In the meantime, it is imperative that Toyota communicate openly and honestly with its customers and that NHTSA work to support consumers throughout this process. Many Toyota owners remain confused as the company shifts its public position, applies remedies unevenly, and fails to provide a clear, tangible and logical explanation for vehicle problems.

Regardless of the causes of sudden unintended acceleration in Toyota and Lexus vehicles, it is apparent that the automaker's first step should be measures aimed at protecting the public. The implementation of a brake-to-idle feature across all model lines and years may be a significant step in that direction. This design, found in many other manufacturers' vehicles with electronic throttles, will bring the engine to idle if both the brake and the accelerator pedals are applied. A significant number of motorists who experienced frightening SUA events reported that no amount of braking would stop the vehicle once it took off. So far, Toyota has only been willing to add a brake-to-idle feature on some Camry, Avalon and Lexus ES 350, IS 350 and IS 250 models as an "extra measure of confidence." This is inadequate.

Complaints of SUA can be found for all manufacturers. While there may be other standout makes and models, this report is focused on Toyota, an automaker with an SUA complaint problem that appears to be much broader and widespread than in other manufacturers and models.

Owners Complain

The Data

Toyota and Lexus owners have been complaining about sudden unintended acceleration in their vehicles for years. An independent analysis by Safety Research & Strategies (SRS) of complaint data collected by the National Highway Traffic Safety Administration, Toyota submissions to NHTSA investigations, incidents in litigation, media accounts and accounts from individuals who have contacted SRS shows that since 1999, there have been 2,266 incidents, 819 crashes; 341 injuries and 26 potential deaths. The SRS analysis defined sudden unintended acceleration broadly as any incident in which the complainant reported an engine acceleration that was unintended – regardless of whether the car was in gear. This mirrors the consumer complaints in which drivers have likewise described incidents in which the vehicle surged while in idle mode or moving very slowly or travelling at a high rate of speed.

Table 1. Toyota Unintended Acceleration Incidents Reported from 1999 to Jan. 19, 2010

Total Incidents	**2262**
Crashes	**819**
Injuries	**341**
Deaths	**26**

Table 2. Number of Injuries Resulting from Toyota Unintended Acceleration Incidents Reported 1999- Jan. 19, 2010, by Model

4RUNNER	2
AVALON	13
CAMRY MODELS	131
COROLLA	16
ES MODELS	48
GS MODELS	2
HIGHLANDER MODELS	15
IS MODELS	5
LS MODELS	6
OTHER MODELS	10
PRIUS	13
RAV4	9
RX MODELS	12
SIENNA	20
TACOMA	31
TUNDRA	2
UNKNOWN CAMRY OR ES MODELS	6

Table 3. Number of Potential Deaths Resulting from Toyota Unintended Acceleration Incidents Reported 1999-Jan. 19, 2010, by Model

CAMRY MODELS	12
ES MODELS	5
HIGHLANDER MODELS	1
IS MODELS	1

Figure 1

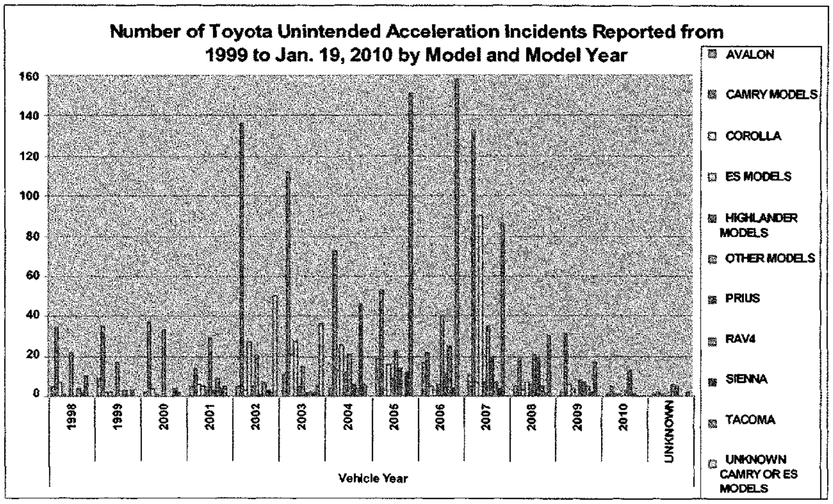
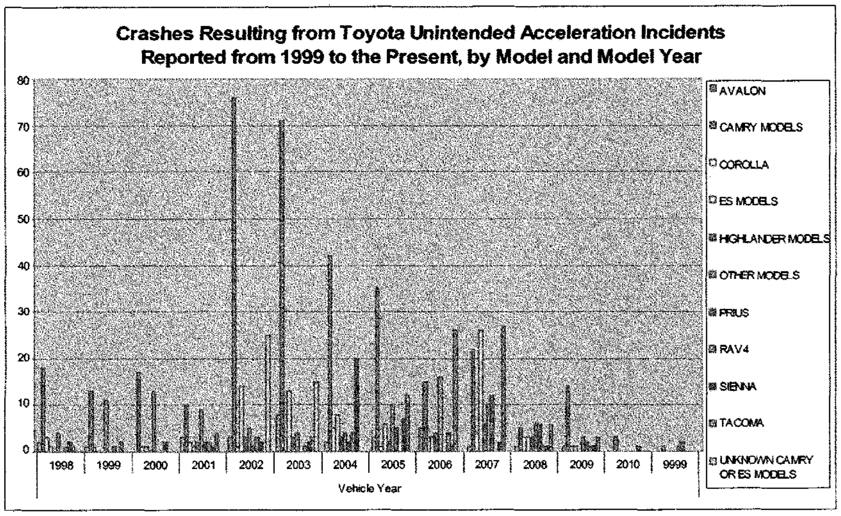


Figure 2



[*Note: In order to improve visibility for the graphs, we have combined vehicle models for which there are fewer than fifty reported incidents across all years with "Other Models" category.*]

It is very important to look at *all* of the available data, particularly in light of Toyota's recent public announcements that it had determined that the problems were confined to unsecured floor mats and sticking accelerator pedals, and that the current recalls would resolve these complaints.

In the past, both Toyota and the National Highway Traffic Safety Administration have taken pains to limit their probes to specific vehicles malfunctioning in a particular way. These limitations by no means describe the entire scope of the affected vehicles; nor do they encompass all of the scenarios under which drivers report that they experience an SUA event.

Drivers have reported vehicle surges and unintended acceleration under the following conditions:

- The vehicle was at idle
- The vehicle was in reverse at low speed
- The operator's foot was on the brake
- The vehicle was travelling at a constant highway speed

- The vehicle contained no all-weather accessory floor mats
- The accelerator pedal was not "sticking"

A number of reports allege the vehicle experienced multiple events.

For example, Kevin Haggerty, owner of a 2007 Avalon, experienced SUA multiple times; he did not have accessory floor mats, and the OE mats were secured in place.

Haggerty reported five SUA events. Several times, the vehicle accelerated without his foot on the gas pedal. The engine would return to idle after driving a few miles or after the Avalon shut down and restarted or was stopped and put into park. Haggerty's vehicle was checked at the dealership, but they could find nothing wrong. According to his NHTSA complaint:

"Then on 12/28/09 I was driving to work on a major highway. The car began to accelerate without my foot on the gas pedal. As I pushed on the brake, the car continued to accelerate. At that time I was not able to stop my vehicle by pressing hard on the brake. The only way I was able to slow the car down was to put the car into neutral. I took the next exit, which was the exit for the Toyota dealership. I called the dealership and told the service manager to meet me outside because I was experiencing acceleration problems. I drove approximately 5 miles by alternating from neutral to drive and pressing very firmly on the brakes. As I pulled into the front of the dealership I put the car into neutral and exited the car. With the brakes smoking from the excessive braking and the car's rpm's racing the manager entered my car. He confirmed that the mats were properly in place and confirmed the rpm's were very high."[6]

The Haggerty incident is particularly notable because Toyota technicians witnessed the vehicle engine racing at full-throttle, in neutral, and no mechanical causes of the incident were found. Subsequent interviews with Mr. Haggerty revealed that the Toyota dealer contacted Toyota's regional representative in Caldwell, NJ who later inspected the vehicle. The details of this inspection were not provided to the owner. However, Toyota Motor Sales authorized replacement of the throttle body and accelerator pedal assemblies and sensors and paid for the $1700 repairs and rental car costs. The owner was told by the Toyota dealer that the vehicle's computer had stored no error codes and they were unsure whether the repairs would fix the vehicle.

The complaint data challenge Toyota's assertions in a number of ways.

First, Toyota has insisted that there is no reason to believe that there could be an electronic cause of these sudden acceleration events. In news stories tied to the November 25 recall announcement, Mr. Irv Miller, Group Vice President of Toyota Motor Sales, U.S.A., Inc. reportedly stated, "We can come up with no indication whatsoever that there is a throttle or electronic control system malfunction."[7]

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[6] NHTSA ODI Number: 10300210; Complaint of Kevin Haggerty; NHTSA; Dec., 28 2009

[7] Toyota Recall Fails to Address 'Root Cause' of Many Sudden Acceleration Cases, Safety Expert Says; ABC News; December 7, 2009.

A scientific analysis from Quality Control Systems Corp. (QCS), however, finds that the proportion of consumer complaints related to vehicle speed control in some Toyota Camry, Tacoma, and Lexus ES vehicles is substantially higher in those models with electronic throttle control systems (Toyota's "ETCS-i") than it is for the same models without electronic throttle control.[8] The report also finds the proportion of reported speed control failures among complaints in the non-recalled Toyota Camrys with electronic throttle control compared to the recalled Camrys with electronic throttle control particularly troubling.

The report, written by Randy and Alice Whitfield, tested Toyota's conclusion that there is "no indication" of a throttle or electronic control system malfunction in the recalled vehicles as an hypothesis using data taken from consumer complaints made to the National Highway Traffic Safety Administration. Whitfield stated: "On the basis of the consumer complaint data, we believe there is evidence both to question and to reject this hypothesis for the recalled vehicles in our study."

The study was limited to the period beginning in 1999 until just before the well-known Santee, California crash in August 2009 so that the publicity surrounding the crash would not affect the study's results.

The report adds new information about the actual differences seen in complaint patterns for specific models with ETCS-i in their engines compared to the same models without ETCS-i. Even among vehicles that were not recalled, speed control-related complaints were reported at a higher rate for all three models with ETCS-i.

The report also shows differences in the reporting of speed control-related complaints for the recalled vehicles with ETCS-i compared to the non-recalled vehicles with ETCS-i. QCS found that the proportion of complaints related to speed control for the unrecalled Camrys with ETCS-i was 29 percent, compared with 25 percent for the recalled Camrys with ETCS-i.[9]

Second, in looking at the universe of consumer "speed control" complaints, it quickly becomes apparent that the recalls do not cover all affected vehicles. Further analysis of the total of 2,262 complaints examined by Safety Research & Strategies find that more than half – 1,122 – involve vehicles outside the current recalls. About a third (419) of these complaints involve 2002-2006 Camry (for models which could be confirmed).[10]

Could all of these incidents be caused by a sticking accelerator or an errant floor mat? Again, the complaints indicate that pedal interference or a sticking accelerator pedal do not explain many SUA incidents. (A sampling of these complaints to NHTSA of unintended acceleration in recalled vehicles not explained by pedal and mat failures can be found in **Appendix B.**)

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[8] Electronic Throttle Control Systems in Toyota Consumer Complaints to NHTSA, Randy & Alice Whitfield, Quality Control Systems, Corp., February 3, 2010

[9] Electronic Throttle Control Systems in Toyota Consumer Complaints to NHTSA; Quality Control Systems Corporation; Feb. 3, 2010

[10] Appendix A: Unintended Acceleration Incidents Reported 1999-January 19, 2010 Involving Vehicles Outside of the Recall Populations

Following is a common scenario reported to NHTSA by one owner of a 2009 Camry from Elkridge, Maryland:

> "I was in a parking lot of a shopping complex and I was trying to look for a parking spot. There was a parking spot between two cars on the right side, I slowly turned right into the spot, the car was in the spot and the car was straight and my leg was on the brakes. Unexpectedly the car started accelerating on its own, then the car with great speed climbed up the curb and hit the hair salon shop. The shop had 2-3 feet high brick wall and main door and other things are made with glass and metal frames. The car smashed the wall and glass door completely and landed inside the shop. I had to press the brakes really hard and finally it stopped there was a tire burning smell, I saw there was big drag tire mark on the shop floor. I had received a recall letter from Toyota 1-2 months back and it indicated that the driver side floor mat can interfere with the gas pedal and it had suggested to remove the floor mat and keep it in the trunks until further notice. Then I had removed all the floor mats and were in the trunk at the time of accident."[11]

Similarly a Lexus owner from Freehold, New Jersey reported:

> "I was driving my wife's Lexus 2008 IS 250 out of a parking lot when applying my foot on the brake the car accelerated. I now slammed my foot on the brakes and the car continued to accelerate. The only thing that stopped my car was the car in front of it with very little damage. If the car was not in front of me I was accelerating faster into on coming traffic. My floor mat is not on the floor as after the San Diego incident that was Toyota's reasoning. We were told roughly a month and half ago to take the mat out, which I did right away."[12]

Russell and Laura Scotti, of Bucks County, PA are confident that the three SUA incidents they experienced in their 2009 Camry hybrid since the summer were not related to floor mats. The first time it occurred, the vehicle accelerated onto I-95 in New Jersey and continued to accelerate. Laura Scotti tried braking the Camry but the incident didn't end until she heard an audible click and the acceleration stopped. At the time, the vehicle was equipped with after-market all-weather floor mats, but the mats, although unsecured by clips, had spikes underneath that kept them in place. The mat was not interfering.

The Scottis removed the accessory mats anyway and left the OE carpet mats clipped in place. One month later, the Camry experienced a second event. Again, as she accelerated onto the highway, the car kept going. This time, she applied both the brake and the emergency brake and was able to stop the Camry by pulling onto shoulder and turning off the key. The dealer claimed that the floor mat had caused the event, even though it was securely in place.

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[11] NHTSA ODI Number: 10299750; National Highway Traffic Safety Administration; December 21, 2009

[12] NHTSA ODI Number: 10291091; National Highway Traffic Safety Administration; October 31, 2009

Scotti removed the carpet mats. Then, Scotti experienced a third SUA incident. This time, the Camry hit about 70 or 80 mile per hour before Scotti heard an audible "click" and the vehicle returned to idle. Scotti returned to the dealer, and three days later, a Toyota representative examined the car – and found nothing.

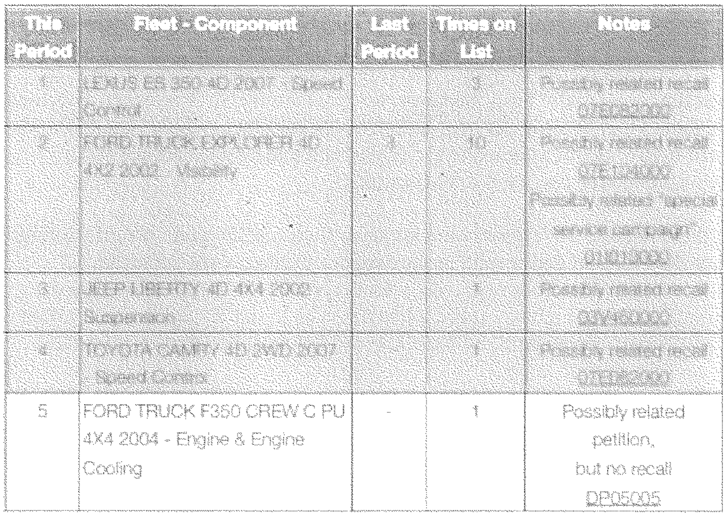
According to these reports, these drivers did not have floor mats in their vehicles during the SUA and/or they had not depressed the accelerator. Further, these complaint scenarios are repeated by hundreds of drivers – foot on brake, driving at a low speed (often in a parking lot), or a highway speed when the vehicle rapidly accelerates. Other drivers have also noted hearing an audible click sound before their vehicles return to normal.

Early Warning Reporting Data

In 2003, manufacturers began submitting early warning reports, as required by the Transportation Recall Enhancement Accountability and Documentation (TREAD) Act. This system, established in the wake of the Firestone tire / Ford Explorer tragedies, was supposed to alert the automakers and NHTSA to defect trends. The National Highway Traffic Safety Administration collects manufacturer information related to death, injury, property damage, warranty claims, field reports and production numbers, each quarter as the basis for evaluating emerging problems. How well did it work in the case of sudden unintended acceleration claims involving Toyota/Lexus vehicles?

A review of the data by Quality Control Systems of EWR data compiled from NHTSA's Early Warning Reporting database through the first quarter of 2008 found that two of the top five injury claims included 2007 Lexus ES350 and Toyota Camry "Speed Control." This ranking is notable because both vehicles were part of Toyota's floor mat recall (Recall 07E082) that included 2007 and early 2008 model Camry and Lexus ES models. Dealers received notice of this recall in September 2007. By the end of the first quarter of 2008, a high ranking in the EWR injury claims appears to indicate that either the recall was not effective in solving the problem or that the recall was poorly implemented. Either way, these data provided evidence of a continuing problem.

According to QCS, the vehicle fleets on the list appear in rank order, based on the unusual distribution of injury claims associated with each fleet. The order of these fleets in the list is not based on simple counts of claims. (This technique is related to one described in the paper found at: *Injury Prevention*, April 2004, 10:88-92 by R. A. Whitfield and Alice K. Whitfield. This methodology has been criticized by NHTSA.)



This Period	Fleet - Component	Last Period	Times on List	Notes
1	LEXUS ES 350 4D 2007 - Speed Control		3	Possibly related recall 07E082000
2	FORD TRUCK EXPLORER 4D 4X2 2002 - Visibility	1	10	Possibly related recall 07E124000 Possibly related "special service campaign" 01I013000
3	JEEP LIBERTY 4D 4X4 2002 - Suspension		1	Possibly related recall 03V460000
4	TOYOTA CAMRY 4D 2WD 2007 - Speed Control		1	Possibly related recall 07E082000
5	FORD TRUCK F350 CREW C PU 4X4 2004 - Engine & Engine Cooling	-	1	Possibly related petition, but no recall DP05005

Quality Control Systems, Corp., Rankings: Early Warning Reporting system through the first quarter of 2008.[13]

In early September 2009, Quality Control Systems Corporation released another analysis of the publicly available EWR death and injury data covering 2003-2008. QCS identified their top 10 vehicles with troubling trends for injuries and deaths. Number five was the Lexus ES with speed control problems.[14]

Using five and a half year's worth of death and injury claims, QCS was able to show which vehicles are involved in unusual patterns of deaths and injuries. They correlated those data with consumer complaints (Vehicle Owner Questionnaires, VOQs) in the NHTSA databases. Finally, QCS associated injuries/deaths and consumer complaints with recalls that were launched to address related problems. For the first time since the QCS began mining the EWR deaths and injuries information, each of the vehicle and component combinations on their top 10 list appeared to be clearly linked to specific consumer complaints. These problems, in turn, appeared to be well-recognized issues supposedly addressed by earlier recalls – potentially indicating that the recalls were failing to address the problems.

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[13] Vehicle Safety Information Resource Center, October 2009

[14] Government Data Mired in Secrecy; Randy and Alice Whitfield; press release; Quality Control Systems Corporation; September 4, 2009

Fleet	Potentially Related Consumer Complaints	Potentially Related Recalls
2002 Ford Explorer	Liftgate hinges and struts, shattered glazing	04V442000
2004 Chevrolet Venture	Sliding power door and handle	04V597000
2004 Ford F-350 SD	Engine stalls	05V270000
2003 Ford Explorer	Liftgate hinges and struts, shattered glazing	04V442000
2007 Lexus ES 350	Unintended accelerations	07E082000
1999 Ford Explorer	Tire-related, loss of control crashes	00T005000
2004 Ford F-250 SD	Engine stalls	05V270000
2004 Toyota Tundra	Loss of control due to ball joint separation	05V225000
2002 Jeep Liberty 4X4	Loss of control due to ball joint separation	03V460000
2000 Ford Expedition	Control switch fires	05V017000

NHTSA Investigates

NHTSA has opened eight different investigations into SUA since 2003. Six were initiated by consumers' Defect Petitions. Only one – DP0400 involving SUA in 2002-2003 Lexus ES vehicles – was granted formal investigation status and rose to the Preliminary Evaluation stage. The other two investigations started as Preliminary Evaluations: PE07016 was initiated by five complaints and three crashes with injuries;[15] PE08025, involving 54,000 2004 Toyota Siennas, was opened based on a single complaint of unwanted acceleration, with no deaths or injuries.[16]

This is highly unusual – that the agency would examine a single manufacturer for unintended acceleration with such frequency, and that six separate consumers would initiate Defect Petitions on a single issue.

In eight investigations, why hasn't the Office of Defect Investigations ever discovered any electronic problems? We can not evaluate the entire record because we do not have access to it. Toyota has requested and obtained confidentiality for some critical pieces of the puzzle; most centrally, its throttle design and the Failure Modes and Effects Analysis documents, which show how engineers have envisioned system failures and their likely consequences. However, the public record does indicate several problems with past investigations: they have been opened and closed too quickly to get to the root of a complex problem; critical data have been excluded from the analysis; the agency lacks expertise in the area of electronic forensics and has ignored inconsistencies, accepting in whole Toyota's explanations – that electronic failure cannot occur unless its diagnostic system catches them; and the agency has an institutional bias against a non-mechanical or non-driver cause of sudden acceleration.

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[15] PE07016; Opening Resume; NHTSA; March 29, 2007

[16] PE08025; Opening Resume; National Highway Traffic Safety Administration; April 10, 2008

In myriad investigations NHTSA has conducted, only a tiny fraction of the crashes and injuries have been counted as part of working dataset. Three fatalities have been referenced, but only one has ever been officially considered by the agency in an SUA investigation. (Even though the August 2009 Saylor crash in Santee, California, which killed the driver and three occupants, has driven all the recent official activity by the agency and Toyota, it was not counted in the context of the open investigation at the time, according to the Closing Resume of DP09001.) In Engineering Analysis 07010,[17] ODI investigators describe a July 2007 fatality that was examined by NHTSA's Special Crash Investigations office, but had not been reported on a Vehicle Owner Questionnaire. "The operator reportedly traveled at speeds in excess of 100 mph for an estimated eight miles on an interstate in California before it struck two other vehicles. One of the struck vehicles and the subject vehicle caught fire. The occupant of the struck vehicle did not evacuate and died at the scene. The subject vehicle driver suffered a broken bone."[18]

All of the investigations were very short – in many cases open only a few months. The probes have been closed on two bases: what Toyota and the agency said were low incidence numbers – as measured by the way the problem was defined against Vehicle Owner Complaints (VOQs), warranty claims, complaints directly to the manufacturer (the usual data points), and the agency and service technician's inability to locate any electronic cause of the complaints. Table 3 contains a brief chronology of the investigations.

NHTSA's investigative methods have consisted of examining the complaint/warranty claims/crash data; interviewing complainants; vehicle inspections; some laboratory testing; test drives of complainants' vehicles; and examining Toyota documents and holding discussions with Toyota.

For example, on July 7, 2004, NHTSA ODI staff memorialized a meeting that took place with Toyota after the automaker prepared sample hardware and electronic throttle components which were reviewed by NHTSA.[19] Toyota made a presentation to NHTSA which covered an overview and history of Toyota's ETC systems, design strategy/ETC system operation, diagnostic capabilities and failure mode fail/safe operations. The group then left to examine two vehicles a short distance away. One vehicle was outfitted with an oscilloscope, to allow monitoring of various ETC system circuits, and a circuit interrupt device, to allow simulation of component or circuit failure. The vehicle also had a modified ECM that allowed Toyota to demonstrate ETC system response to a microprocessor failure. Toyota demonstrated various types of component failures and their resistant fail/safe operation for NHTSA assessment. These types of meeting never yielded any insight into how the electronic throttle system could be malfunctioning in a way that the diagnostic fault code system couldn't detect.

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[17]; Engineering Analysis 07010; Closing Resume; National Highway Traffic Safety Administration;; October 11, 2007

[18] Engineering Analysis 07010; Closing Resume; National Highway Traffic Safety Administration;; October 11, 2007

[19] Technical Meeting with Toyota; PE04021; Scott Yon; National Highway Traffic Safety Administration; July 7, 2004

NHTSA also did some independent testing at the agency's Vehicle Research and Test Center in Liberty, Ohio. The latter turned up a potentially important clue that the electronic throttle could be affected by magnetic interference: "Magnetic fields were introduced in proximity to the throttle body and accelerator pedal potentiometers and did result in an increase in engine revolutions per minute (RPM) of up to approximately 1,000 RPM, similar to a cold-idle engine RPM level. Mechanical interferences at the throttle body caused the engine to shut down." [20]

(That electromagnetic forces could interfere with the throttle system was something Toyota already knew. The MY 2003 Camry owner's manual warns that the installation of a mobile two-way radio system could affect electronic systems, including the fuel injection, electronic throttle control system, cruise control system, and other electronics."[21])

Table 3. NHTSA Investigations of Toyota SUA

Investigation number	Opened	Vehicles	Upgraded	Closed	Reason
DP03003	7/17/03	1997-2000 Lexus LS; GS 400	No	9/23/03	No data to support further investigation
DP04003	2/4/10	2002-2003 Lexus ES	PE04021 on 3/3/04	7/22/04	No data to support defect trend; no cause found
DP05002	8/5/05	2002-2005 Camry, Solara; Lexus ES 350	No	1/5/06	No data to support defect trend; no cause found
DP06003	9/14/06	2002-2006 Camry; Solara	No	4/3/07	No data to support defect trend; no cause found
PE07016	3/29/07	2007 Lexus ES 350	EA07010 on 8/8/07	10/11/07	Floor mat recall
DP08001	1/31/08	2006-2007 Tacoma	No	8/28/08	No data to support defect trend; no cause found
PE08025	4/10/08	2004 Sienna	EA08014 on 8/8/08	1/26/09	Floor mat recall
DP09001	4/8/09	2007 ES 350; 2002-2003 Lexus ES300	No	10/29/10	Floor mat recall and other fixes

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[20] EA07010; Final Report: 2007 Lexus ES-350 Unintended Acceleration; Michael Monk; Vehicle Research and Test Center; April 30, 2008

[21] MY 2003 Camry; Owner's Manual; Toyota 2003

Aborted Efforts to Look at Toyota's Most Troubled Vehicle: The Early-Model Camry

Despite the Camry's prominent presence in the complaint data, it has only been the central subject of two investigations, initiated by defect petitions.

There is evidence that, early on, the agency intended to investigate the Camry, but this investigation was never actually opened. In July 2003, the Pasadena, Calif. owner of a 2002 Camry described an SUA incident that occurred in March 2003 while slowly backing down a long driveway with her foot on the brake. Her Camry suddenly rocketed backward and hit a palm tree. The crash then propelled the vehicle forward 130 feet, where it came to rest. The vehicle was considered a total loss and was never examined. The owner reported this incident to NHTSA, and in July, received an e-mail from the ODI staff asking for the specific details of her crash.[22]

"We are preparing an investigation regarding the nature of your reports so any and all information is greatly appreciated and is beneficial to our investigation," the investigator wrote in July 2003.[23]

Four months later, the owner wrote a letter to NHTSA asking what had happened.[24] Her initial contact had apparently left the agency, and she had received a voice message from another individual identifying himself as a NHTSA staffer. Although she left messages at the number provided, no one from NHTSA ever re-contacted her. The owner followed up with a letter to the agency describing her experience. The public documentation of this case did not contain NHTSA's reply to her.

(That investigation may have been shelved by a Defect Petition 03003 filed on May 27, 2003, by Massachusetts resident Peter Boddaert, owner of a 1999 Lexus LS400, who experienced multiple instances of SUA.[25] Later, the 2002-2003 Camry was added to PE04021 in March 2004)[26]

But, in 2005, another Camry owner filed a defect petition – describing almost the exact same scenario as the Pasadena owner – same model, model year and SUA experience. Jordan Ziprin, a retired labor lawyer, living in Phoenix, AZ asked the agency to investigate after his 2002 Camry suddenly accelerated as he backed down a driveway, causing him to lose control, cut a wide arc and crash into a utility box. Ziprin said that he didn't remember if he tried to apply the brake, but he was certain he didn't apply the accelerator, because the vehicle was already moving rearward under its own power.[27]

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[22] Letter to Kathleen DeMeter from unidentified Camry owner, 10023329; November 19, 2003.

[23] Letter to Kathleen DeMeter from unidentified Camry owner, 10023329; November 19, 2003.

[24] Letter to Kathleen DeMeter from unidentified Camry owner, 10023329; November 19, 2003.

[25] DP03003; Defect Petition; Peter Boddaert; April 25, 2008

[26] PE04021; Opening Resume; National Highway Traffic Safety Administration; March 3, 2004

[27] DP05002 Denial of Defect Petition; Federal Register Notice; National Highway Traffic Safety Administration; December 23, 2005

The agency opened an investigation on August 5, 2005. It requested information from Toyota, performed mechanical and rudimentary computer inspections of two vehicles – Ziprin's and another vehicle from Falls Church, VA and looked at the VOQ data.[28]

To bolster his argument, Ziprin mined the VOQs, looking for other similar complaints, and submitted to those he thought relevant. NHTSA investigators eventually winnowed those to 93 reports alleging throttle control problems where the brake was reportedly ineffective at controlling vehicle movement. In further examining these types of complaints, the agency found that inspections at the dealership, by Toyota or other service technicians, could find nothing wrong with the vehicles. ODI said that the complaint rate was unremarkable.[29]

Another 168 reports described incidents similar to Ziprin's – where a vehicle equipped with an electronic throttle experienced an SUA at a low speed in tight quarters and crashed the vehicle. Again, ODI looked more closely at a subset of these complaints. And again, the agency indicated subsequent inspections found nothing wrong with the vehicles and the complaint rate was unremarkable.[30]

Toyota's argument, in brief, was that its systems were built with multiple redundancies and that the electronic throttle control could not malfunction without its diagnostic system catching the error and employing one of four failsafe modes. It flatly rejected the very concept of unintended acceleration stating:

> "With regard to allegations of unintended acceleration, *Toyota does not believe that uncontrollable acceleration can occur without the driver applying the accelerator pedal because of the several detection systems described above.* If an abnonnal condition occurs, such as the ETC sending the signal to the throttle body to open the throttle without applying the accelerator pedal due to a failure of a component or a malfunction of the system, or if the throttle simply were to open on its own, the system goes into failsafe mode. In addition, the brake system and the ETC system are mechanically separated and work independently of each other. *Therefore, even if the ETC system fails, the brake system still works as designed and unintended acceleration cannot occur.* Furthermore, brake systems that fail mechanically leave evidence of their failure after the occurrence and do not return to normal operating conditions by themselves."[31]

DP05002 was closed in December 2005 with no defect finding. Nine months later, another 2006 Camry owner, William Jeffers III, submitted a Defect Petition based on multiple, brief experiences of engine surging. According to the *Federal Register* notice denying Jeffers' petition, DP06003, his Camry did exhibit diagnostic trouble codes related to the operation of the throttle actuator.[32] The *Federal Register* notice also indicated that "a service technician found two diagnostic trouble codes related to the operation of the throttle actuator stored in the engine control unit's memory. After a new replacement throttle actuator was installed, another, more severe surge event occurred. Again, the Toyota dealership technician discovered a throttle actuator operation trouble code stored in memory. An electrical connector for the newly installed throttle actuator was 'adjusted' and the ground circuits were checked. NHTSA test drove this vehicle and could find nothing wrong."[33]

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[28] DP05002 Denial of Defect Petition; Federal Register Notice; National Highway Traffic Safety Administration; December 23, 2005

[29] DP05002 Denial of Defect Petition; Federal Register Notice; National Highway Traffic Safety Administration; December 23, 2005

[30] DP05002 Denial of Defect Petition; Federal Register Notice; National Highway Traffic Safety Administration; December 23, 2005

[31] DP05002; Toyota Response; November 15, 2005

Interestingly, ODI arranged with Toyota to have the suspect actuator sent to a facility owned by the component supplier, Aisan Industry Co., Ltd. Aisan analyzed it via a physical inspection, including X-ray, mechanical testing, electrical testing, environmental testing, and destructive tear down. The final investigation report, which was confidential, found no problem.[34] Two years later, an anonymous correspondent from Franklin, Kentucky, home to a division of Aisan Industry, accused the supplier of shipping throttle bodies with cracked shafts that alleged could cause the throttle to open.[35]

DP06003 closed after eight months. ODI investigators examined the vehicle and found no problems; the investigation's examination of complaints was limited to warranty claims only. Most of Toyota's responses were confidential. No other investigations have focused solely on Camrys.

The Lexus Investigations

The agency devoted four investigations of varying intensity to Lexus vehicles: DP03003; DP04003, which was upgraded to PE04021; PE07016, which was upgraded to EA07010; and DP09001. (Camry vehicles were included in PE04021 and EA07010). In the numerous investigations of Lexus vehicles, no cause has ever been found, except floor mat interference.

DP03003, opened in July 2003, after a Defect Petition was filed on May 27, 2003, by Massachusetts resident Peter Boddaert, owner of a 1999 Lexus LS400, who experienced multiple instances of SUA.[36] In this first investigation, NHTSA "limited the complaint count to only those complaints related to Vehicle Speed Control-linkages in its ARTEMIS consumer complaint repository."[37] NHTSA concluded that the Lexus was not over-represented, compared to peer vehicles, Cadillacs and Lincolns. "Based on this analysis, there is no evidence that Lexus vehicles are experiencing vehicle speed control-related problems more frequently than their peers."[38]

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[32] Denial of Petition; DP06003; Federal Register Notice; National Highway Traffic Safety Administration March 5, 2007

[33] Denial of Petition; DP06003; Federal Register Notice; National Highway Traffic Safety Administration March 5, 2007

[34] Denial of Petition; DP06003; Federal Register Notice; National Highway Traffic Safety Administration March 5, 2007

[35] Denial of Petition; DP06003; Federal Register Notice; National Highway Traffic Safety Administration March 5, 2007

[36] DP03003; Defect Petition Request; Peter Boddaert; April 25, 2003

[37] DP03003; Denial of Petition; Federal Register Notice; Vol. 68; Pg. 55076; National Highway Traffic Safety Administration; September 22, 2003

Seven months later, another Lexus owner, Carol J. Matthews filed another Defect Petition, complaining of multiple short-duration SUA events.[39] Matthews had identified 37 other incidents in NHTSA's VOQ system that described instances similar to her experiences. The agency rapidly elevated the defect petition to a Preliminary Evaluation and included Camry vehicles in the expanded probe.[40]

PE04021 lasted four months, and was closed on the basis of insufficient data and an inability to find any cause for the complaints. This investigation appears to have been hampered by a decision to narrow its scope to exclude some of the most critical types of SUA events: long duration instances, and instances in which the brakes could not overcome the open throttle.

According to a deposition taken in *Alberto v. Toyota*, Christopher Santucci, a former NHTSA Office of Defects Investigations (ODI) investigator and now Toyota's Assistant Manager of Technical & Regulatory Affairs, testified that Toyota and ODI had discussions about the scope of PE04021 early on.[41] Later, in March 2004, ODI investigator Scott Yon wrote a memo stating that the scope of the investigation would be narrowed to eliminate longer duration events where applying the brake pedal didn't stop the vehicle.[42]

In its response to the agency's inquiries in PE04021, Toyota quibbled about the definition of SUA and the term vehicle surge: "Toyota believes a vehicle surge to be something less than a wide open throttle event but above typical throttle adjustments such as when the air conditioning compressor is activated or power steering assist is required. Also, according to the complainants' own words the vehicle tended to accelerate at the time of application of the brake pedal. Without physical evidence or electronic codes stored in the vehicle's computers, we believe those incidents to be similar to incidents referenced in other SUA investigations…"[43] In other words, Toyota was also eliminating engine surges that occurred when the driver was applying the brake, or surges in which the vehicle accelerated to a high speed – the two types of incidents that Toyota and Lexus owners were complaining about.

The agency also did not include a fatality in the official data set. In its closing report, NHTSA mentioned one death (VOQ 10065859) in which a vehicle drove off the fourth floor of a parking garage killing the operator and the single passenger.[44]

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[38] DP03003; Denial of Petition; Federal Register Notice; Vol. 68; Pg. 55076; September 22, 2003

[39] DP04003; Opening Resume; National Highway Traffic Safety Administration; February 17, 2004

[40] PE04021; Opening Resume; National Highway Traffic Safety Administration; March 3, 2004

[41] Deposition of Christopher Santucci; Pg. 283; Alberto v. Toyota; December 9, 2009

[42] Complaints Update; PE04021; Scott Yon; National Highway Traffic Safety Administration; March 23, 2004

[43] PE04021; Toyota Response; Chris Tnito; Toyota Motor Corporation; June 4, 2004

[44] PE04021; Closing Resume; National Highway Traffic Safety Administration; July 22, 2004

ODI terminated the investigation in July 2004. Its reasons were nearly identical to those in earlier closures – not enough data and a low warranty claims rate. Electronics could not be blamed, because the complainants' vehicles did not malfunction in the way that Toyota said it must:

> "ODI failed to find any evidence in the interviews conducted (113 VOQ and 36 Toyota reports, 149 total), or in the information provided in Toyota's IR response, of instrument panel warning lamp illumination or ETC diagnostic codes detection. None of the complainants interviewed described conditions similar to failsafe mode operation. One report (10062931) was found where an ETC component replacement occurred in connection with a repair attempt related to the alleged defect, no others were found."[45]

But the problems for Lexus owners did not recede. In 2007 and 2009, NHTSA would again investigate sudden acceleration in Lexus models.

The agency opened Preliminary Evaluation 07016 in late March 2007, based on five complaints, three crashes and seven injuries. It was specifically aimed at examining the role of the floor mat in Toyota SUA. The Opening Resume did not describe the SUA scenarios that prompted this investigation; it focused solely on the idea of unsecured all-weather floor mats.[46] However, in this investigation, the allegations were more serious. Drivers told ODI that they experienced unwanted acceleration after releasing the accelerator pedal and that subsequent and repeated braking did not stop the vehicle. In some cases, drivers traveled significant distances at high vehicle speeds (greater than 90 mph) before the vehicle stopped.[47]

These were exactly the scenarios that the agency tossed out of consideration in PE04021.

In this investigation, Toyota insisted that it had done everything that it could to warn drivers not to stack an accessory rubber floor mat on top of the original equipment carpet mat:

> "The ES350 has an available rubber floor mat option that cannot be used in conjunction with another floor mat at the same time. This is because these floor mats, as with all Toyota, Lexus, and Scion vehicle floor mats, utilize retaining clips in order to prevent the floor mat from sliding forward and interfering with the operation of the foot pedals. The retaining clips are affixed to the vehicle carpet. When a floor mat is placed on top of the vehicle carpet, proper installation requires the retaining clips be used to prevent unwanted movement of the floor mat, as instructed in the owner's manual. If a floor mat is already installed on the

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[45] PE04021; Closing Resume; National Highway Traffic Safety Administration; July 22, 2004
[46] PE07016; Opening Resume; National Highway Traffic Safety Administration; March 29, 2007
[47] PE07016; Closing Resume; National Highway Traffic Safety Administration; August 8, 2007

> carpet, and another floor mat is placed on top of the installed floor mat, the top mat will not be secured by the retaining clips"[48]

Despite Toyota's assertions, the agency bumped up the status to an Engineering Analysis in August. EA07010 was closed two months later, when Toyota initiated a limited floor mat recall campaign.[49] (See "Are Floor Mats the Cause of Sudden Unintended Acceleration in Toyotas?")[50]

The agency's most recent examination of SUA in Lexus vehicles was at the request of petitioner Jeffrey Pepski of Minnesota. In April 2009, Pepski asked the agency in a detailed and sophisticated defect petition to re-open its investigation into SUA in Lexus ES350s. He experienced an SUA event while driving at high speed, in which the vehicle accelerated to 80 mph. Pepski tried pumping and pulling up the accelerator with his foot – to no avail. Pepski's Lexus was equipped with a standard carpet mat, not the all-weather variety said to trap accelerator pedals, and his efforts to pull up the pedal would have dislodged the floor mat.

In May, Toyota took the unusual step of trying to kill the defect petition investigation by responding directly, point by point. Three months later, Mark Saylor and his family died in the Santee crash. This event seemed to cement in NHTSA's mind that floor mats – again – were the sole cause of Toyota SUA. In the Closing Resume, ODI cited 64 complaints alleging incidents of unwanted acceleration in MY 2007 Lexus vehicles, resulting in eight crashes and 15 injuries. Eighty percent involved incidents of floor mat interference, including all the crashes and injuries, it asserted. "ODI's analysis found that the only defect trend related to vehicle speed control in the subject vehicles involved the potential for accelerator pedals to become trapped near the floor by out-of-position or inappropriate floor mat installations."[51]

ODI also took pains to specifically disassemble Pepski's arguments for further action. In the Petition Denial, ODI created a table of 10 consumer complaints that Pepski had submitted as evidence that other Lexus owners were experiencing SUA at high speeds for sustained periods:

> "Contrary to the petitioner's contention, six of the VOQs were related to floor mat interference (four of the five that petitioner singled out as unrelated to floor mats were related to floor mats)."[52]

This might be charitably characterized as a misreading of the record. Here are three examples:

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[48] PE07016; Toyota Response; Christ Tinto ; Toyota Motor Sales ; Response 15; Pg 13; 2007; June 11, 2007

[49] EA07010; Closing Resume; National Highway Traffic Safety Administration; October, 11, 2007

[50] Are Floor Mats the Cause of Sudden Unintended Acceleration in Toyotas?, Safety Research & Strategies, Inc., October 30, 2009; http://www.safetyresearch.net/Library/Toyota_Floormat.pdf

[51] DP09001; Closing Resume; National Highway Traffic Safety Administration; October 29, 2009

[52] DP09001; Denial of Petition; National Highway Traffic Safety Administration; October 27, 2009

In its entirety, VOQ 10199857 says:

> "I purchased 2007 Lexus ES 350 in December of 2006. Sometime in last month, when I was driving the vehicle on a highway, its brake stopped working all of a sudden, and started accelerating by itself. I looked at my foot wondering if my foot was on gas pedal, instead of brake pedal, but it was on brake pedal. I was in a total panic, but managed to drove the car away to the shoulder of the highway by putting the car in park mode. I thought I was dead at that moment. I am trying to sue the Lexus. I honestly believe that car will kill someone. Before starting a legal proceeding, my attorney sent a letter to Lexus headquarter, and was told that the vehicle had no problem, and that the cause was the floor mat. But, it was not. As I said earlier, I looked at my foot when the vehicle did not stop, and after I stopped the car, I carefully looked at both gas pedal and brake again. I am not blind. Have you seen any other complaints for similar problems? Please let me know. It will be really helpful for me to win the case. I am not trying to make money by suing Lexus, but trying to have Lexus recall all of its ES350 since it will kill someone. *jb"[53]

In ODI's table it appears as: "Unsecured floor mat discovered and corrected during dealer inspection."[54]

In its entirety, VOQ 10203221 says:

> "On two prior occasions the vehicle accelerated from speeds between 20-30 mph, to speeds up to 50-60 mph. On 9/11/07, the vehicle accelerated at speeds up to 80-90 mph. We are aware of the Lexus notification of floor mat interference, so we removed the mats after the first two times, but the last and most frightening, occurrence happened without the mat in the vehicle. The car had to be forced into park in order to slow it down to a halt. My wife was driving the vehicle at the time and she states she almost had several multiple car accidents while trying to stop the vehicle. I had the vehicle towed to the dealer and they said it's the floor mat, before even driving the car. We won't drive the car again until someone other than Lexus determines what the problem is. *tr"[55]

In ODI's table, it appears as: "All-weather accessory floor mat improperly stacked on top of carpet mat."[56]

In its entirety, VOQ 10230929 says:

> "Reported: 27-may-2008 (incidence Memorial Day weekend 25 may 2008) problem: runaway acceleration: evidence of malfunctioning cruise control car was nearing end of 200 mile trip. Cruise control had been engaged on and off for last hour. Driver stopped at entrance onto old-designed fast-moving highway rte4)

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[53] VOQ 10199857; National Highway Traffic Safety Administration; July 3, 2007

[54] DP09001; Denial of Petition; National Highway Traffic Safety Administration; October 27, 2009

[55] VOQ 10203221; National Highway Traffic Safety Administration; September 11, 2007

[56] DP09001; Denial of Petition; National Highway Traffic Safety Administration; October 27, 2009

> with old-fashioned short access and no breakdown lanes. Cruise control green light on, but system supposedly disengaged. Car began to exhibit strong engine noise and runaway acceleration. Driver shut off cruise control, passenger observed the light go off and then back on several times. Driver firmly stepped on brakes. The brakes smoked and smelled of burning. When car slowed down, driver pulled to small indentation at side and pressed ignition button for several seconds. Car stopped with jolt. Driver started car in park. Engine made same loud blow-out sound. Re-shut down car. Driver restarted car to move to exit about 50 yds ahead. Car began run-away acceleration again, driver repeated steps pushing hard on brakes (smell and smoke) and shutting car off by pressing ignition button. Off-duty police (chief of force) smelled brakes and said loud engine noise made car a hazard; tow driver would also testify to loud engine noise when car turned on again to be placed on his truck. Because spill of ice-coffee during incident, mats were inspected by both driver and passenger before car was towed. Both noted that mats were intact and in their proper place. Driver noted clips were in place. (the car was in compliance with Lexus recall of mats having been serviced two months prior to incident.) Improper mats are still Lexus stated cause; however, driver and passenger say this is not case. Cruise control malfunctioning seems likely cause of runaway-acceleration. While our dealer is responsive, national Lexus has been most neglectful; agent does not return calls; and this is almost three weeks after incident. *tr see also 10228954 &10229189 *dsy"[57]

In ODI's table, it appears as: "All-weather accessory floor mat improperly stacked on top of carpet mat."[58]

In November, SRS submitted a Freedom of Information Request to NHTSA, requesting any additional documentation the agency might have to establish its conclusions that these were floor mat-related incidents. On January 28, NHTSA replied, referring SRS to the same information, now currently on its publicly available website:

> "..we searched for and found no supplementary information regarding the ten complaints you cited on unwanted acceleration. If you want to view these ten complaints, go to the website identified above."[59]

Toyota agreed to remedy the situation with a floor mat recall and NHTSA denied the petition in October 2009.

The Tacoma Investigation:

Like previous investigations, DP08001 opened and closed in seven months, with ODI concluding that no defect could be found and that there was no data to support the existence of a trend. The investigation was initiated in late January 2008 by William

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[57] VOQ 10230929; National Highway Traffic Safety Administration; May 25, 2008

[58] DP09001; Denial of Petition; National Highway Traffic Safety Administration; October 27, 2009

[59] RE: Freedom of Information Act (FOIA) Request, 5 U.S.C. 552; Stanley Feldman; National Highway Traffic Safety Administration; January 28, 2010

Kronholm, a retired journalist, who experienced two bouts of unintended acceleration within a two-hour time span.[60] Both occurred at low speed; one incident took place as the vehicle was at idle; one took place as the vehicle was in reverse.

ODI interviewed Kronholm and other complainants; reviewed the VOQ data; and examined Toyota's submissions (most are confidential.)[61] Again, ODI removed any complaints that did not fit Kronholm's basic scenario. It concluded that most of the complaints "involved various explained aspects of the Tacoma's throttle control system that do not seem to present a significant safety risk under most circumstances, or did not involve a failure of the throttle control system. For the remaining quarter, although there may have been an issue with the throttle control system as one possible explanation, we have been unable to determine a throttle control related or any underlying cause that gave rise to the complaint. For those vehicles where the throttle control system did not perform as the owner believes it should have, the information suggesting a possible defect related to motor vehicle safety is quite limited." [62]

The Sienna Van Investigation: Fewer Data, Bigger Problem

The investigation into the 2004 Sienna vans was opened as a preliminary evaluation in April 2008 on the basis of a single complaint.[63] The outlines of this investigation are remarkable for two reasons. One, for a single complaint – with no injury or death – to launch a preliminary evaluation is rare. But, at the time, the Tacoma investigation was still ongoing. The agency had already shuttered four different investigations into Lexus and Camry vehicles with no defect finding, and had forced Toyota to launch a recall for All-Weather Accessory floor mats in a limited number of Lexus vehicles. Two, the agency acted and pressured Toyota into a recall on the basis of virtually no complaint or warranty data – after summarily rejecting petition after petition on the basis of insufficient data.

Within four months, the agency bumped up the investigation to an Engineering Analysis. This was based on a Toyota response in June about "an accelerator pedal interference incident that occurred during production dynamometer testing at the assembly plant for an early production MY 2004 Sienna minivan. The incident was caused by a missing retaining clip that allowed the center console trim panel to interfere with (trap) the accelerator pedal after it had been depressed. Toyota subsequently implemented a 100 percent inspection requirement for the retaining clip. In June 2003, Toyota changed the original design of the trim panel to eliminate the potential for pedal interference in the event the retaining clip is not present."[64]

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[60] DP08001; Denial of Defect Petition; Federal Register; National Highway Traffic Safety Administration; September 3, 2008

[61] DP08001; Closing Resume; National Highway Traffic Safety Administration; August 28, 2008

[62] DP08001; Denial of Defect Petition; Federal Register Notice; Vol. 72; page 51551; National Highway Traffic Safety Administration; September 3, 2008

[63] EA08014; Closing Resume; National Highway Traffic Safety Administration; January 26, 2009

[64] EA08014; Closing Resume; National Highway Traffic Safety Administration; January 26, 2009

In its Closing Resume, the agency cited exactly four incidents of "interference by the trim panel (which) have occurred in service. In at least three of the incidents, the interference occurred after service was performed that required removal and reinstallation of the subject trim panel and retaining clip."[65]

Toyota finally issued a limited recall for vehicles built between January 10, 2003 and June 11, 2003, when the original design floor carpet cover was used in production. The recall was conducted as a "safety improvement" campaign.[66]

A Case of Historical Bias? A Brief History of SUA

Sudden unintended acceleration is a complex problem. There are multiple causes that can result in a vehicle accelerating without the driver's intent: design defects which induce driver error – such as poor pedal placement, the lack of a shift interlock, floor mat interference, or mechanical or electromechanical defects and electronic defects. The latter –which is the most difficult to pinpoint – is nonetheless a likely possibility as vehicle systems rely more heavily on sophisticated computer-driven electronics. And yet, automakers and NHTSA behave as though it is perfectly rational to assume that electronics housed in the hostile automotive environment – including the fault detection system – will always function as intended; and that malfunctions will be easily reproduced in a laboratory setting.

Elsewhere, however, the case has been persuasively made that NHTSA and automakers have ignored the real possibility of intermittent and other faults in the electronic systems of today's automobiles. The 2003 reference book, *Sudden Acceleration,* by Carl E. Nash, of the National Crash Analysis Center at George Washington University, and Clarence Ditlow, of the Center for Auto Safety, James Castelli and Michael Pecht, Professor and Director CALCE Electronic Products and Systems Center at the University of Maryland, argue that the auto manufacturers lag those in other industries whose products rely on electronic systems in understanding the myriad ways their microprocessors and electronics components can fail.[67] NHTSA, the authors conclude, has also failed miserably in its attempts to find a cause other than a floor mat or driver error, because the agency employs an arbitrarily narrow definition of SUA – that it must occur from a standstill – and has conducted its investigations on incorrect assumptions and illogical reasoning.[68]

Drivers have been complaining about sudden unintended acceleration events for a quarter of a century and continue to lodge these complaints with manufacturers and NHTSA. Yet, NHTSA has made virtually no substantive progress toward understanding how electronic systems housed in an environment subject to heat, vibration, sudden shocks, various levels of electromagnetic interference, moisture, and other corrosive conditions could fail; or how they could be detected; or what appropriate countermeasures must be instituted other than expecting drivers to somehow overcome an open throttle on a runaway vehicle.

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[65] EA08014; Closing Resume; National Highway Traffic Safety Administration; January 26, 2009
[66] Recall 09V023; Toyota Motor Corporation; January 14, 2009
[67] Sudden Acceleration; Carl E. Nash, Clarence Ditlow, James Castelli and Michael Pecht; 2003
[68] Sudden Acceleration; Carl E. Nash, Clarence Ditlow, James Castelli and Michael Pecht; 2003

In the 1980s, Audi became the poster child for unintended acceleration. More than 1,600 consumers alleged that their Audi 5000 vehicles had accelerated without driver input and crashed; 400 had been injured and six died in SUA crashes.[69] The company denied that there was anything wrong with the vehicle and blamed the problem on shorter than average drivers who did not have much experience driving an Audi, and had mistakenly depressed the gas pedal when they meant to step on the brake. The response was a public relations and marketing nightmare. Audi sales plunged, and the complaints continued.[70]

The Audi 5000 was the subject of an infamous *60 Minutes* story, in which the news program attempted to simulate SUA.[71] The broadcast drove Audi sales down further, and the network was heavily criticized for its one-sided story. As the history is often recounted today, NHTSA vindicated Audi and CBS never apologized for maligning the automaker.[72]

However, between 1982 and 1987, Audi launched five recalls to address the problem. The first three attempted to fix what Audi had characterized as the driver-error problem by tweaking the pedal positions.[73] [74] [75]

In 1987, Audi launched a fourth recall of 81,000 Audi 5000 vehicles from the 1986 and 1987 model years, for worn idle stabilizer units.[76] As Audi explained to its customers: "The idle stabilizer has the purpose of maintaining uniform engine idle speed by regulating air flow under different operating conditions, such as variations in engine temperature, and on/off cycling of the air conditioner or power assist pump. Excessive idle stabilizer wear causes engine idle fluctuations which increase with the usage of the car. If a worn unit is not replaced in a timely fashion, the engine idle could ultimately see-saw so severely that it may surprise a driver who is not acquainted with the vehicle's condition and fails to apply the brake. Under these circumstances, there is a risk of a collision in a confined space with the possibility of injury." [77]

The fifth and final recall for 250,000 1978 to 1987 vehicles added a brake-shift interlock – which requires drivers to depress the brake pedal before shifting out of the Park position.[78]

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[69] Audi Sudden Acceleration; The Center for Auto Safety, May 1987
[70] Audi: Shifting the Blame; Thomas Wathen; The Multinational Monitor; Vol. 8; Issue 5; May 1987
[71] Out of Control; 60 Minutes; broadcast; CBS; November 23, 1986
[72] Manufacturing the Audi Scare; Peter Huber; Wall Street Journal; December 18, 1989
[73] Recall 82V-037: 1978-82 Audi 5000, April 14, 1982.
[74] Recall 83V-095;1978-83 Audi 5000, September 1, 1983
[75] Recall 86V-103: 1985-6 Audi 5000S, July 28, 1986
[76] Recall 87V009: 1985 Audi 5000S; January 14, 1987
[77] Recall 87V009; 1985 Audi 5000S; January 14, 1987
[78] Recall 87V-008: 1978-86 Audi 5000, January 14, 1987

In 1989, NHTSA published "An Examination of Sudden Acceleration."[79] This report was intended to end all debates on SUA. Its primary conclusion was that only the driver's foot or the cruise control could move the throttle to the wide-open position. The study also noted that SUA could be caused by simple mechanical failures of the throttle cable or floor mat interference. Under these conditions, a significant decrease in the driver's ability to stop the vehicle was also noted. However, the general thrust of the report was that NHTSA could not find any vehicle defects causing SUA. The condition, the agency concluded, was caused by driver error, although the agency noted that it could be induced by poor vehicle design (i.e., brake, accelerator pedal placement and offset). The study recommended the installation of automatic shift-locks , which require the driver to depress the brake pedal before the vehicle can be shifted out of Park to prevent the driver from depressing the accelerator instead of the brake.

Based on SRS interviews with Dr. Antony Anderson, an electrical engineering consultant in the UK who has examined numerous SUA crashes, he says that NHTSA's report was based on nine underlying assumptions, but did not provide the basis for those assumptions. The agency defined sudden unintended acceleration as only instances where the vehicle lurches suddenly forward or in reverse from a standstill. This automatically discounted many other situations in which a vehicle's throttle is wide open in direct contradiction to the driver's demands, be at full speed, a slow speed or in a cruise control mode. Further, he says, the systems that NHTSA examined in the late 1980s bear no resemblance to fully electronic throttle systems of today.

The 1989 report and the significant numbers of reported SUA incidents did prompt manufacturers to adopt shift-interlocks in their vehicles in the late 1980s. The report also appeared to cement a mindset at the agency that SUA had no cause short of mechanical interference or driver error. In 1999, the *Wall Street Journal*, which profiled one of ODI's principal SUA investigators, and his probe into Ford Econoline vehicles, underscored the staff's firm belief in pedal misapplication.[80]

In 2003, when the agency rejected Peter Boddaert's petition to investigate SUA in 1997-2000 Lexus LS and GS 400 vehicles, NHTSA cited this report, among its reasons for denying the petition – even though the acceleration systems and the sudden acceleration events studied were completely different from the electronic throttles in the Lexus vehicles and from the circumstances of Boddaert's incidents.

In closing PE04021, the agency hinted that pedal misapplication was the culprit:

> "Complainants report the occurrence of a single incident that often occurs during close quarters vehicle maneuvering (e.g., parking or entering a garage) and thus often results in a crash. During interviews, many complainants are unsure of the details that led up to the incident, such as the position of their right foot and which pedal, if any, they may have actuated or attempted to actuate; a crash occurs and

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[79] An Examination of Sudden Acceleration; National Highway Traffic Safety Administration; January; 1989

[80] A Simple Case of Sudden Acceleration; Anna Wild Matthews; Wall Street Journal; November 1, 1999

> in the aftermath the operator believes it was caused by the vehicle. In some cases the complainant continues to own and operate the vehicle on a regular basis, often through long periods and distances, without further incident."[81]

SRS interviewed three of the petitioners: Jordan Ziprin, Jeffrey Pepski and William Kronholm. All three indicated that the investigators seemed to come to the interview with a pre-conceived idea about the cause and tended to dismiss any counter-arguments that the driver who experienced the SUA event made.

For example, William Kronholm recalled that the NHTSA investigator asked him if it were possible that he had accidentally hit the gas and the brake at the same time. Kronholm, who experienced two surges in a short period of time when he was returning from a cross-country ski trip, said that he didn't believe that is what happened, but he was willing to test the theory. Kronholm later donned the cross-country ski boots he had been wearing, and took his Tacoma to a safe place to try stepping on both pedals at once. He found out that this was possible – if he twisted his foot uncomfortably at a 90-degree angle. The experiment instantly showed Kronholm that this was not the cause of his SUA incident. He later reported the results of his experiment, but in the *Federal Register* Notice, Kronholm was angry to read: "He subsequently reported that it was possible for him to inadvertently hit both pedals while wearing the ski shoes."[82] Kronholm said that his experiment proved the opposite – it was *not* possible to *inadvertently* hit the two pedals simultaneously.

He also said that the NHTSA investigator causally tossed out the idea that perhaps the similar consumer complaints were created by publicity around the problem. Kronholm said that he was surprised later to read the same theory being advanced by Toyota in its response to the agency:

Toyota disputed the assertion in the petition that the 32 complaints in the NHTSA database "in and of themselves justify opening an investigation. The Tacoma has been the subject of extensive media coverage related to the possibility of sudden acceleration. In addition, there has been a high level of internet activity on this subject as far back as early 2007 including reports by members of Tacoma user groups detailing conversations with ODI staff and providing ODI contact information. Such exposure tends to generate consumer interest and complaints."[83]

Kronholm, a retired Associated Press editor, was angrier still to watch it become a part of the official record, because there was no evidence to support this assertion.

Jeffrey Pepski, the Lexus owner who filed the most recent petition, DP09001, said that when NHTSA investigators examined his Lexus with a Toyota representative, they could not reproduce the event. Pepski's vehicle had been equipped with the original equipment carpet mats – not the all-weather accessory mats that had been previously determined to be the cause of Toyota SUA. Nonetheless, he says that the agency attempted to persuade him that the floor mat was to blame. He informed them that he attempted to stop the vehicle by pulling up the accelerator pedal with his foot, as well as pushing down on it. He demonstrated how the carpet mat could not have depressed the accelerator if he was pulling up on it. They did not accept his argument.

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[81] PE04021; Closing Resume; National Highway Traffic Safety Administration; July 22, 2004

[82] DP08001; Denial of Petition; Federal Register Notice; Vol. 72; page 51551; National Highway Traffic Safety Administration; September 3, 2008

[83] DP08001; Toyota Response. Pg. 10-11; April 25, 2008

The agency then tried to buttress its floor mat theory by tying the Pepski incident to Saylor crash in Santee, CA. The results of ODI's inspection of the Lexus in that case – and the conclusion that unsecured all-weather floor mats were to blame – were added to this petition file. Pepski's vehicle was only equipped with the original floor mats. It is unlikely that these two cases are related.

Possible Causes of SUA

Pedal Entrapment and Pedal Misapplication

Pedal entrapment by a floor mat and pedal misapplication most certainly can be causes of unintended acceleration. The role of poor automotive design that leads to floor mat interference, however, can not be discounted as a contributing factor – even though Toyota has blamed drivers.

The blame-the-driver tack was very clear in the agency's 2007 probe into SUA in Lexus vehicles. In one of its submissions to PE07017, Toyota said that it had "found vehicles in which more than one floor mat was installed in the driver footwell at the same time. In such instances, it is possible that the top floor mat could move forward and interfere with the accelerator pedal motion. If it were to cause the accelerator pedal to become stuck in a partially depressed position, then the vehicle could accelerate without the operator's input." [84]

Within that same investigation, the agency, although it concluded that floor mats were the cause, presented ambiguous evidence. A separate post-crash vehicle inspection of a Lexus that had crashed after an SUA event at highway speed found: "All weather mats are installed at all four seating positions. The driver-side all weather mat was found to be installed by itself; it was not on top of another floor mat. The installed mat was found to be unsecured by the retention hooks; *the mat did not interfere with the accelerator pedal in the position it was originally inspected.* The mat was removed from the vehicle. The two retention hooks were found engaged in the flooring material after tile mat was removed. The hooks were intact and did not appear to be damaged from the collision."[85]

But in its final report, the agency said that vehicle owners themselves had noticed instances of pedal entrapment:

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[84] PE07016; Toyota Response; Christ Tinto ; Toyota Motor Sales ; Response 15; Pg 13; 2007; June 11, 2007

[85] PE07016; Consumer Interview and Vehicle Inspection; National Highway Traffic Safety Administration; August 3, 2007

> "To comprehend the statistical significance of the probability for this event to occur, a survey was sent to a sample size of 1986 registered owners of a 2007 Lexus ES-350 requesting information regarding episodes of unintended acceleration. NHTSA received 600 responses for an overall response rate of 30.2 percent. Fifty-nine owners stated they experienced unintended acceleration. *Thirty-five of those responding also reported that their vehicles were equipped with rubber Lexus all-weather floor mats and several commented that the incident occurred when the accelerator had become trapped in a groove in the floor mat.* Interviews with owners revealed that many had unsecured rubber floor mats in place at the time of the unintended acceleration event, which included in some cases unsecured rubber floor mats placed over existing Lexus carpeted mats."[86]

If the all-weather floor mat is to blame, and pedal entrapment occurs with any frequency, then this is a design problem. And in applying the most recent recall remedies, Toyota has acknowledged this by making significant floor arrangement changes, including shortening the pedal length to allow for more space between the pedal and the floor, removal of padding materials below the floor carpet, and re-designing the floor mats.

In addition, Toyota models lack a pivot point between the accelerator pedal and the stalk. This pivot, found on many other vehicles, may help prevent mat entrapment. Another potential design flaw relates to the retention clips used by Toyota. These clips were notably easy to release and lacked a robust design. At least one manufacturer of after-market all-weather floor mats included redesigned clips with their mats for Toyota and Lexus models.[87]

Electromagnetic interference and Electronic Problems

There is widespread acknowledgement by automakers, electronics experts and suppliers that electronics regularly cause all kinds of headaches for manufacturers and consumers.

At a 2004 industry conference, Mercedes Benz's vice president for electrical and electronics and chassis development, Steven Wolfsreid, "railed against the temptation to overload vehicles with electronic functions that are useless to the customer," according to an *Automotive News* story.[88] The German automaker had removed 600 electronic functions from its vehicles because of quality concerns that were damaging its reputation and ticking off its customers. Electronics are challenging to integrate into a vehicle's electrical architecture, he said in his 20-minute presentation, and what works well in isolation can be a disaster in combination with other electronic components.

Wolfsreid's frustration is a natural outgrowth on the explosion of on-board vehicle electronics. According to a Siemens VDO Automotive report estimate in 2004, electronics was the fastest growing sector in the industry with the total value of such systems expected to reach $3.8 billion in 2010. Nonetheless, accompanying the short-term growth spurt in vehicle electronics has been a corresponding rise in the number of warranty claims and defects. JD Powers data has shown that as the number of electronic functions a vehicle has rises, so do the number of defects. German electronics supplier Robert Bosch has reiterated that claim in a trade-publication article on the issue:

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[86] EA07010; Final Report: 2007 Lexus ES-350 Unintended Acceleration; Michael Monk; Vehicle Research and Test Center; April 30, 2008

[87] MacNeil Automotive Products, Limited

[88] Mercedes ditches Glitches with Electronics, Georg Auer; Automotive News; May 31, 2004

> “"There is a direct correlation between the number of electronic functions and the number of defects per vehicle," claims Franz Fehrenbach, chairman of the board of management at Robert Bosch GmbH (Stuttgart, Germany). “If the value of electronics content per vehicle doubles in the next five to 10 years as predicted, it isn't hard to imagine what that means for the number of defects if this trend line holds true.”[89]

The increase in microprocessor power, the complexity of software itself exponentially increased by the automotive industry’s strategy of creating separate ECUs (each with its own software for each new system) have all contributed to rising warranty costs, tied to vehicle electronics.

While several articles have documented the problems, there has been less written on the solutions. A Peugeot enthusiast website neatly captures the tech/consumer experience, when the electronic glitch is intermittent:

> “Walk into any auto repair shop and ask the mechanics what intermittent electronic problems mean to them, and if and if they don’t get real graphic with their answer, then either they don’t do electrical repairs, or they have the patience of a saint. At the very least they will tell you that intermittent problems are headaches. A day at the shop might start something like this. The customer tells the service writer that the vehicle works one minute and not the next. The service writer states this on the repair order. The mechanic checks it out and the vehicle operates fine, so no problem found is written on the repair order. The customer gets the vehicle back and the same thing happens. Now the customer has a headache, he goes back to the service writer who also now has a headache. And it doesn’t take him to long to give the mechanic a headache. I’ll say right now that sometimes no matter how hard all involved work to resolve this problem, it can take some time and patience to find an intermittent problem.”[90]

Electronic throttle controls, in particular, are subject to numerous faults. A technical paper published in 1999 by a Siemens researcher on dependability issues enumerates the various faults ETCs can be subject to. For example: “The pedal sensor was considered to be safety-critical. Due to this, the sensors generally are built with redundancy, to be able to detect and to mask appearing faults. Note that common-mode failures like a mechanical sensor break has the same effect as they have at Bowden cables, namely stuck at a random sensor value – e.g. at highest value!" [91]

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[89] Electronic Road Trip; Austin Weber; Assembly Magazine; September 1, 2005

[90] Car Care, Tips and Tricks; Peugeot’s Fan Club; http://peugeot.mainspot.net/tips/intermit.shtml

Another possibility is electromagnetic interference. "An electromagnetic incompatibility occurs when a system or equipment interferes with another system or equipment. When this interaction is traced to the transfer of electromagnetic energy from the culprit to the victim, it is termed EMI."[92] This is a well-known phenomenon in many fields that rely heavily on electronics reliability – such as aircraft and medical devices. The possibility of EMI is the reason passengers can not use personal electronic devices during a commercial airline flight. The electronic systems in vehicles are also susceptible to EMI:

"During the early years of ABS's, Mercedes-Benz automobiles equipped with ABS had severe braking problems along a certain stretch of the German autobahn. The brakes where affected by a near-by radio transmitter as drivers applied them on the curved section of highway. The near term solution was to erect a mesh screen along the roadway to attenuate the EMI. This enabled the brakes to function properly when drivers applied them."[93]

Recently, NHTSA promised the public "fresh" look at the possibility of EMI, and said that it would meet with manufacturers, suppliers and independent experts to gain a fuller understanding of current ETC systems, the safety of their designs, and measures to address any possible EMI effects. NHTSA said that if necessary, it will do further research on the topic.[94]

Cracked Throttle Body Shafts

Are some Toyota vehicles experiencing unintended acceleration events because of a parts defect? Possibly. An accusation has been lodged by an anonymous correspondent in Franklin, KY, that Toyota has been aware of a problem with cracked shaft throttle bodies – although for how long, the writer did not say.[95] The accuser, who called himself "A Concerned Citizen," also sent NHTSA's Office of Defect Investigation a used throttle body assembly in which the shaft that controls the throttle blade, situated within the throttle body housing, had a crack on the engine side of the valve, along the long axis of the shaft.[96]

> "There are potentially hundreds of Toyota and Nissan vehicles driving American highways with cracked shaft throttle bodies. Japanese management up to and

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[91] Electronic Throttle Control - A Dependability Case Study; Hans Mauser; Journal of Universal Computer Science; October 28 1999

[92] Electronic Systems Failures and Anomalies Attributed to Electromagnetic Interference; R.D. Leach and M.B. Alexander; NASA Reference Publication 1374; July 1995

[93] Electronic Systems Failures and Anomalies Attributed to Electromagnetic Interference; R.D. Leach and M.B. Alexander; NASA Reference Publication 1374; July 1995

[94] Concern Over Electronic Interference Grows; Nick Wingfield; Wall Street Journal; February 4, 2010

[95] Anonymous letter; Concerned Citizen; Franklin, Kentucky; November 27, 2009

[96] NHTSA VOQ 10298108; December 18, 2009

> including company president was aware of the cracked shaft problem and told everyone to be quiet about this problem.
>
> The failure mode on DFMEA for broken throttle shaft is no throttle control and potential wide open acceleration. The Toyota floor mats caused American deaths. Will you sit on this information and possibly cause more American deaths? It bothers me that I did not tell anyone sooner.
>
> I have another throttle body in same condition that can be sent to Automotive News."[97]

Franklin Kentucky is the home of Franklin Precision Industry (FPI), which manufactures throttle bodies for Toyota and Nissan. FPI is part of Aisan Industry Co. Ltd. which, a large automotive supplier based in Japan. Aisan's major shareholders are Toyota Motor Corporation (35 percent) and Toyota Industries Corporation (18 percent).

The cracked throttle shaft problem may be yet another potential contributing factor in some events.

Toyota Response: Illogical and Inconsistent

The ETCS-i

Toyota first introduced Electronic Throttle Control System with Intelligence (ETCS-i) in some 1998 Toyota and Lexus models.[98] With ETCS-i, the throttle valve is opened and closed using a computer controlled throttle actuator instead of the traditional throttle valve cable. The early ETCS-i on some models consisted of a cable controlled accelerator position sensor, throttle control motor with magnetic clutch, throttle position sensor and ECM (Electronic Control Module).[99] According to Toyota, when the accelerator is pressed, the cable moves the accelerator position sensor which sends a signal to the ECM. The ECM then determines how much throttle opening is requested and duty cycles the throttle control motor to open the throttle plate. The throttle position sensor then verifies that the throttle plate is at the correct angle.

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[97] Anonymous letter; Concerned Citizen; Franklin, Kentucky; November 27, 2009

[98] Appendix B, Toyota Vehicles with ETCS-i

[99] Training Video Abstract, 1998 Toyota Supra Electronic Throttle Control System; Toyota Motor Sales, Inc.

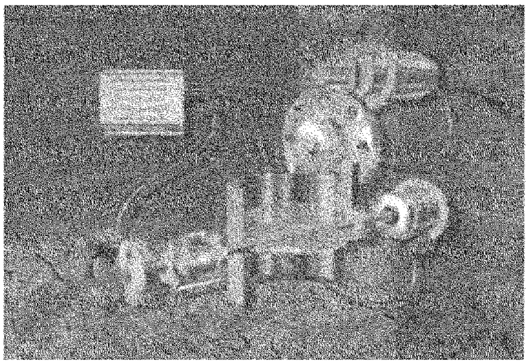

Figure X: ETCSi with Cable Controlled Accelerator Position Sensor
(Source: Toyota Motor Sales, Inc.)

In this design Toyota included a mechanical fail-safe mode in the event of a failure in the ETCS-i. Should the ETCS-i malfunction; the magnetic clutch in the control motor will disengage allowing the accelerator cable to magnetically control the throttle.

In 2002 Toyota adopted an ETCS-i system that no longer included the mechanical failsafe.[100] This design was used on vehicles like the Camry. The accelerator throttle cable was replaced by an Accelerator Pedal Position Sensor (APPS).[101] The throttle is controlled by information sent by the APPS to the Throttle Position Sensor (TPS). Each of these sensors includes both main and sub-sensor circuits. Based on the voltage signals from these sensors, the ECM controls throttle operation and activates fail safe modes if needed.

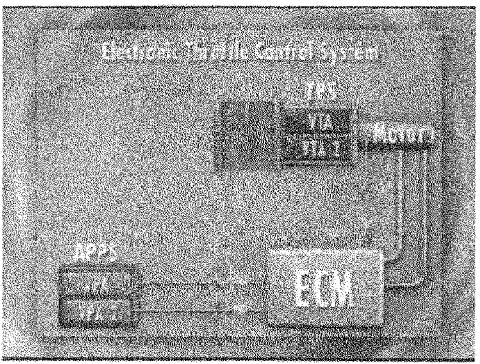

Figure 1: ETCSi without Accelerator Throttle Cable (Linkless)
(Source: Toyota Motor Sales, Inc.)

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[100] 2002 Camry Engines, Toyota Motor Sales, Inc.
[101] "Camry Engines," Toyota Motor Sales, Inc.

Toyota says that it has built in a failsafe should there be a malfunction in any of these circuits. If one of the two APPS circuits fail, the ECM detects the problem and activates the first fail safe mode which provides an active throttle range from idle to 25 percent of maximum throttle opening. According to Toyota, should the ECM detect that both APPS circuits have failed, the current to the throttle motor is turned off and the force of the return spring causes the throttle valve to return and stay at the prescribed opening and the throttle is fixed at idle. Should either of the TPS circuits fail, the ECM activates a third fail safe mode by varying ignition timing, fuel injection and cylinder operation. At idle, only half of the cylinders are operational. When engine load increases, all cylinders become operational.

[**Appendix C** contains a list of Toyota, Lexus and Scion model vehicles by year that SRS was able to determine have ETCS-i based on a review of Toyota service-related documents.]

Toyota's Notice of the Emerging SUA Problem and the Effort to Shut it Down

Toyota received the first complaints about this new engine surging almost as soon as the 2002 Camrys hit the road. Between February and August 2002, the company got ten complaints from drivers reporting that the engine surged when the vehicle was stopped or the operator already had his foot on the brake.[102] Toyota immediately issued a Technical Service Bulletin to recalibrate the electronic control module for the 1MZ-FE Engine.[103] The bulletin informed service techs that the Camry engine might surge during light throttle input of speeds between 38 - 42 MPH with lock-up On, and noted that the ECM had been re-calibrated to correct the problem. This bulletin is important because it shows that Toyota was aware that engine "surging" (i.e., unintended acceleration) was caused by coding in the ECM – and implemented a fix.

Rather than recalling vehicles, the company chose to issue the fix through its dealers who would only have to repair vehicles for customers who complained. NHTSA was aware of this action. Manufacturers are required to send all technical service bulletins to the agency.[104] In addition, the agency received a copy of this TSB in Toyota's response to PE04021. (Nonetheless, NHTSA closed this investigation, in part, it said, because there were no service bulletins or campaigns that relate to the alleged defect.)

Toyota experienced an unwanted acceleration incident firsthand in April 2003, when a missing retaining clip allowed the center console trim panel to trap the accelerator pedal of a Sienna undergoing production Dynamometer testing.[105] According to Toyota's statements to NHTSA, the automaker reviewed its manufacturing processes and other data and concluded this was an isolated incident. Nonetheless, in June 2003, Toyota changed the design of the trim panel to eliminate the potential for pedal interference if the retaining clip is missing.[106]

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[102] Owner Complaints spreadsheet; PE04-021

[103] Technical Service Bulletin EG017-02; Toyota; August 30, 2002

[104] 49 CFR 579.5 (formerly 573.8) requires manufacturers to submit to NHTSA monthly, communications sent to more than one dealer or other party concerning any malfunction. Technical service bulletins (TSBs) are usually covered by that provision.

[105] PE08025; Toyota Response; Chris Tinto ; Reponse 12; Toyota Motor Corporation ; June 25, 2008

In 2003, Toyota began to get more insight into this problem, in the form of defect petitions filed by consumers concerned enough about their own experiences to ask the government to investigate. But, whatever the automaker may have been doing internally to determine a root cause, publicly Toyota has employed several strategies to deflect the agency investigations.

One method was to limit the probe by defining the problem under its own terms. According to a deposition taken in *Alberto v. Toyota*, Christopher Santucci, a former NHTSA Office of Defects Investigations (ODI) investigator and now Toyota's Assistant Manager of Technical & Regulatory Affairs, testified that Toyota and ODI had discussions about the scope of PE04021 early on. Later, in March 2004, ODI investigator Scott Yon wrote a memo stating that the scope of the investigation would be narrowed to eliminate longer duration events where applying the brake pedal didn't stop the vehicle.[107]

In its response to the agency's inquiries in PE04-021, Toyota set its own terms for the words "vehicle surge": "Toyota believes a vehicle surge to be something less than a wide open throttle event but above typical throttle adjustments such as when the air conditioning compressor is activated or power steering assist is required. Also, according to the complainants' own words at the vehicle tended to accelerate at the time of application of the brake pedal. Without physical evidence or electronic codes stored in the vehicle's computers, we believe those incidents to be similar to incidents referenced in other SUA investigations..."[108] In other words, Toyota was also eliminating engine surges that occurred when the driver was applying the brake, or surges in which the vehicle accelerates to a high speed – two types of incidents that Toyota and Lexus owners were complaining about.

Another strategy was to blame media attention for artificially driving up the complaint rate. In its response to Defect Petition 08-001, Toyota told the agency: "The Tacoma has been the subject of extensive media coverage related to the possibility of sudden acceleration. In addition, there has been a high level of Internet activity on this subject as far back as early 2007, including reports by members of Tacoma user groups detailing conversations with ODI staff and providing ODI contact information. Such exposure tends to generate consumer interest and complaints. Thus, the petitioner's assertion that the Tacoma stands out from its peers based on a relatively high number of complaints in the NHTSA database is not a valid argument, since the other vehicles listed by the petitioner have simply not had the same media and Internet exposure."[109]

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[106] PE08025; Toyota Response; Chris Tinto ; Reponse 12; Toyota Motor Corporation ; June 25, 2008
[107] Deposition of Christopher Santucci; Alberto v. Toyota;
[108] Complaints Update; PE04021; Scott Yon; National Highway Traffic Safety Administration; March 23, 2004
[109] DP08001; Toyota Response; Chris Tinto; Toyota Motor Corporation; April 25, 2008

When all else failed, Toyota resorted to the least costly recall, with a limited population and an easy-to-install solution: new floor mats. For example, in late March 2007, when ODI opened a Preliminary Evaluation into accelerator pedal interference with accessory all-weather floor mats in 2007 Lexus ES350 vehicles, Toyota tried to apply the brakes to the investigation by issuing a notification to that it would be contacting Lexus customers about proper floor mat usage.[110]

When the investigation moved forward anyway, Toyota issued Recall 07E-082, to replace optional all-weather floor mats in 55,000 Lexus and Toyota and stopped the sale of the Toyota/Lexus All Weather Floor Mat designed for the 2007 and early 2008 model year Camry and ES 350 Lexus vehicles.[111]

Whatever the root cause or causes of unintended acceleration, Toyota has been aware, for at least two years, that drivers who found themselves in a runaway vehicle had no idea how to stop it. Naturally, the first reaction was to stand on the brakes, but repeated application of the vacuum brake system actually rendered it useless. The lack of a proper failsafe was spelled out unequivocally in the Closing Resume of Engineering Analysis 07-010: [112]

> "Stopping the vehicle with unassisted braking while the throttle is fully open requires significant pedal force, which some operators did not, or were unable to, apply for the required duration. Continued driving in this condition results in overheated brakes, which further diminishes the braking effectiveness. Some operators attempted to turn the vehicle off by depressing the engine control button, however they were unaware the button had to be depressed for three seconds to stop the engine when the vehicle is in motion; this functionality was not explained adequately in the owner's manual."[113]

(This is in direct contradiction to Toyota's statements in 2005 that the brakes would overcome any throttle malfunction.) Toyota, however, did not move to implement this solution until late November 2009, when it was showered with negative publicity. The automaker said that as part of the October recall campaign, it would install a brake-to-idle override on a subset of the total recall population: 2007-2010 Lexus ES 350; 2006-2010 Lexus IS 250; 2006 – 2010 Lexus IS 350; 2007-2010 Camry and 2007-2010 Avalon vehicles.

The Recalls

Since 2005, Toyota has issued six recalls to address either floor mat interference or sticking accelerator pedals. Below are summaries of each recall:

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[110] PE 07016; Toyota Response; Attachment 8; 2007 Lexus ES 350 All Weather Floor Mat; June 11, 2007

[111] Recall 07E-082; Toyota Motor Corporation; September 26, 2007

[112] Closing Resume; EA07-010; National Highway Traffic Safety Administration; October 11, 2007

[113] Closing Resume; EA07-010; National Highway Traffic Safety Administration; October 11, 2007

Recall 05V565

On December 16, 2005 Toyota recalled 3,567 Lexus IS250 vehicles for accelerator pedals which could become stuck in the partially depressed position due to inadequate clearance between the accelerator pedal linkage and a plastic pad embedded in the vehicle's carpet.[114] The pedals were manufactured by Denso.

Recall 07E082

On October 2007, Toyota recalled 55,000 accessory All-Weather floor mats in some 2007 and 2008 Lexus ES 350 and Camry vehicles, equipped with part numbers PT908-33070, PT908-33071, PT908-32070.[115] "Toyota concluded that the mats do not contain a safety-related defect; however, Toyota agrees that an unsecured All Weather Floor Mat, especially one that is stacked on top of another floor mat, can migrate toward the accelerator pedal, potentially preventing it from returning to idle."

Recall 09V023

On January 14, 2009 Toyota recalled 26,501 2004 Siennas for a missing retainer clip.[116] Toyota did not concede that this was a defect, but called the actions a "safety improvement campaign" that is not being conducted under the Safety Act. Toyota's recall instructs dealers to replace the original floor carpet cover with the newer design floor carpet (and retention clip) at no charge to the owner. The repair will reduce the potential for trim panel interference with the accelerator pedal travel should the retaining clips become missing because of improper service or other reasons.

Recall 09V388

On October 5, 2009, Toyota recalled 3.8 million to address potential accelerator pedal entrapment by incompatible or unsecured floor mats.[117] The affected vehicles are 2007-2010 Camry, Tundra and Lexus ES 350 vehicles; 2005-2010 Avalon; 2004-2009 Prius; 2005-2010 Tacoma; 2006-2010 Lexus IS 250. More than a month later, Toyota announces plans to reconfigure the accelerator pedal on 3.8 million vehicles going back to the 2004 model year. Other fixes include modifying the floor area around the pedal and in *some* models, installing a brake-to-idle override that allows the driver to quickly stop a vehicle in an unintended acceleration incident and newly-designed replacement driver- and front-passenger side all-weather mats.

Recall 10V017

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[114] Recall 05V565; Toyota Motor Corporation; December 16, 2005

[115] Recall 09V388; Toyota Motor Corporation; October 5, 2009

[116] Recall 09V032; Toyota Motor Corporation; January 14, 2009

[117] Recall 09V388; Toyota Motor Corporation; October 5, 2009

On January 22, 2010 Toyota announced Recall 10V017 for sticky accelerator pedals, separate and apart from the floor mat recall.[118] The affected vehicles are: 2009-2010 RAV4; 2009-2010 Corolla; 2009-2010 Matrix; 2005-2010 Avalon; 2007-2010 Camry; 2010 Highlander; 2007-2010 Tundra; 2008-2010 Sequoia.

Recall 10V023

On January 27, 2010 Toyota expanded 09V388 to include more models and model years. Under this campaign, the vehicles would be eligible for re-designed floor mats and modified pedals or pedal replacement.[119] These vehicles would not be outfitted with a brake –to-idle feature. The affected vehicles are 2008-2010 Highlander; 2009-2010 Corolla; 2009-2010 Venza; 2009-2010 Matrix; 2009-2010 Pontiac Vibe

Do the Recalls Address the Root Causes of SUA?

Will any of these campaigns stem the flow of complaints? The evidence, so far, indicates that the answer is: no.

First, Toyota has already tried both remedies: a small pedal recall in 2005 and a floor mat recall in 2007. The latter, all-weather floor mats in a limited number of 2007 and 2008 Lexus vehicles, has not been successful in abating the complaints. According to complaint data, throughout 2009, NHTSA received 14 complaints of SUA from owners of 2007 and 2008 Lexus ES350 vehicles.[120] One of those complaints was from Jeffrey Pepski.

On January 26, 2008, a 2008 Lexus ES350 was in an SUA-related crash in Connecticut. (This incident was not reported to NHTSA, but to Toyota.)

Gary Masi, a Lexus customer in Cos Cob, Connecticut, was driving the vehicle on loan from Lexus of Greenwich, on I-95, when he attempted to brake the vehicle to exit the highway. When Masi realized he could not stop the vehicle, he called the dealership for help, and shifted the vehicle into park. It did not prevent him from crashing into the back of a tractor trailer. An accident report filed by the Connecticut State Police noted that the floor mats were unsecured.[121] Despite the recall, Toyota's claims representative notified Masi in April 2008 that he was at fault for the crash, and they intended to seek compensation for damages to the vehicle from him.[122]

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[118] Recall 10V017; Toyota Motor Corporation; January 22, 2010

[119] Recall 10V023; Toyota Motor Corporation; January 17, 2010

[120] Appendix D – Consumer complaint to NHTSA 2007 – 2008 MY Lexus ES350 unintended acceleration incidents occurring Jan. 2009 – Jan. 2010; SRS; Jan. 2010

[121] Connecticut Uniform Police Accident Report; Case number 0800042395; Connecticut State Police; January 27, 2008

[122] Toyota Letter to Masi; Cambridge Integrated Services, Inc.; Patricia Dragon; April 8, 2008

Sticky Pedals

Toyota's second line of defense has been an accelerator pedal recall.

In early December 2005, Toyota learned of two early model Lexus IS250 with accelerator pedals "out of tolerance" – meaning the pedal could become stuck. One instance occurred during a dealer pre-delivery inspection and a second was reported by Toyota Canada during transportation at the port facility. The automaker had received no complaints in the U.S. or Canada.[123]

"Toyota investigated the cause of the problem, and found that the accelerator pedal linkage and the floor carpet design were out of tolerance; creating insufficient clearance between the accelerator pedal and the vehicle carpet," the automaker wrote to the National Highway Traffic Safety Administration.[124]

By December 16, Toyota sent a Notice of Defect and Noncompliance to NHTSA and four days later, a notice was sent overnight to dealers instructing them to replace the acceleration pedal assembly with a revised one, and to modify the carpet.

The recall population was limited to 3,567 All-Wheel Drive models built between August 30 and December 2, 2005. According to Toyota's first quarterly recall report in March 2006, all but 325 vehicles had been inspected and repaired.

But this was not the first, nor the last time the agency would hear about sudden unintended acceleration in Lexus IS models. Since 2002 to the present, more than 20 Lexus IS owners complained of SUA events.[125] The agency had fielded complaints from Lexus IS300 owners before the recall to modify the small subset of IS250 vehicles, who told stories like these:

> "Since I have owned the vehicle, I have had two incidents, which both occurred randomly with no prior engine problems or indications of issues with the car, in which as I was accelerating, the gas pedal would continue to press down and pin itself to the floor. Both times, the gas pedal was literally stuck to the floor and not able to be loosened. The first time it occurred, I pulled the emergency brake and jammed on my brake pedal until the gas pedal popped back up after about a minute pinned to the ground. The second time, I luckily had someone with me who instructed me to put the car in neutral and quickly turn off the engine one click so that I could brake and steer myself to safety. Thank God no one was injured in these incidents, but both occurrences could have been horrible accidents."[126]

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[123] Recall 05V565; Defect Information Report; Chris Tinto; Toyota Motor Corporation; December 16, 2005

[124] Recall 05V565; Defect Information Report; Chris Tinto; Toyota Motor Corporation; December 16, 2005

[125] Appendix E – Consumer complaints to NHTSA of unintended acceleration in Lexus IS models; SRS; Jan. 2010

[126] NHTSA VOQ 10119774; National Highway Traffic Safety Administration; March 1, 2005

More recently, the blame has been laid at the feet of the supplier CTS, an Elkhart IN company.

On January 21, 2010 Toyota issued a recall for "sticky pedals" in approximately 2.3 million vehicles.[127] According to Toyota, no Lexus or Scion vehicles were affected by the pedal problem; nor are Toyota Prius, Tacoma, Sienna, Venza, Solara, Yaris, 4Runner, FJ Cruiser, Land Cruiser, Highlander hybrids and certain Camry models, including Camry hybrids. Camry, RAV4, Corolla and Highlander vehicles with Vehicle Identification Numbers (VIN) that begin with "J" are not affected by the accelerator pedal recall.[128]

Toyota's recall cited a faulty friction device as the cause of unintended acceleration, suggesting that an increase in friction results in a pedal that "is slow to return to the idle position or, in rare cases, the pedal sticks, leaving the throttle partially open."[129] Toyota also warned that a worn pedal mechanism "may become harder to depress, slower to return or, in the worst case, stuck in a partially depressed position." [130]

Beginning in March 2007 the company began receiving field technical information reports that some accelerator pedals were exhibiting "rough operation" and "slow to return to the idle position," according to its submissions to the agency. Environmental testing of the pedal assemblies in the Tundra (allegedly the only model affected at the time) revealed that the material used to make the friction levers in the pedals (PA46), would absorb moisture and swell with humidity. In February of 2008, the material was changed to PPS, and Toyota concluded that "while accelerator pedal feeling could change under certain conditions, Toyota considered it to be a drivability issue unrelated to safety."[131]

In December 2008, Toyota received reports from the European market of sticky accelerators on vehicles with pedals made of the new material. Toyota conducted additional testing and discovered that the accelerator pedal could stick in a partially depressed position should condensation occur on the accelerator pedal. Toyota described the way that the "friction lever interacts with the sliding surface of the accelerator pedal inside the pedal sensor assembly, [such that] the sliding surface of the lever may become smooth during vehicle operation." Under such circumstances, friction may increase, resulting in an accelerator pedal becoming harder to depress. When condensation occurred, it was likely the result of heater operation after the engine was started, and in cold temperatures.[132]

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[127] NHTSA Recall 10V017; January 21, 2010; Toyota Accelerator Pedal Recall; SUA0401

[128] Toyota Announces Comprehensive Plan to Fix Accelerator Pedals on Recalled Vehicles and Ensure Customer Safety; February 1, 2010. (http://pressroom.toyota.com/pr/tms/toyota/toyota-announces-comprehensive-153311.aspx)

[129] Toyota Press Release: Toyota Answers Customer Questions About The Solution For Sticking Accelerator Pedals; 2010; SUA0395

[130] Toyota Press Release: Toyota Files Voluntary Safety Recall on Select Toyota Division Vehicles for Sticking Accelerator Pedal; January 21, 2010; SUA0398

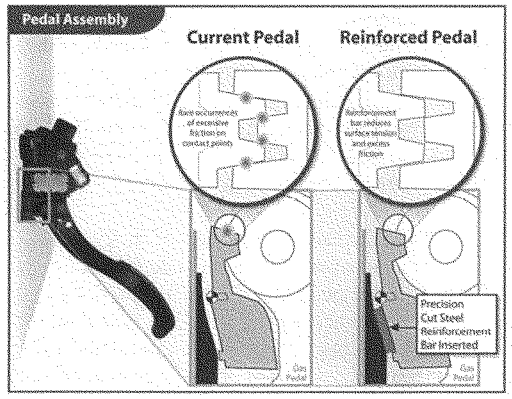
[131] NHTSA Recall 10V017; January 21, 2010; Toyota Accelerator Pedal Recall; SUA0401

[132] NHTSA Recall 10V017; January 21, 2010; Toyota Accelerator Pedal Recall; SUA0401

In response to its internal probe, Toyota then lengthened the arm of the friction lever and again changed its material to prevent the smoothing of the lever on all vehicles produced in Europe starting in mid-August 2009.[133]

But, in October of 2009, the company received new reports, this time in the U.S. and Canadian markets, of sticking accelerator pedals using the same material friction lever as in the European models.[134]

In January, Toyota announced that it had developed a remedy "that involves reinforcing the pedal assembly in a manner that eliminates the excess friction that has caused the pedals to stick in rare instances." [135] The subsequent recall included vehicles with friction levers made of both PPS, and PA46, the material first associated with rough operation or slow to return symptoms.[136]


Pedal Assembly
Current Pedal
Reinforced Pedal
Rare occurrences of excessive friction on contact points
Reinforcement bar reduces surface tension and excess friction
Precision Cut Steel Reinforcement Bar Inserted
Gas Pedal
Gas Pedal

Toyota sticky pedal remedy: A steel reinforcement bar eliminates the excess friction that can cause the pedal to stick (Source: Toyota Motor Sales)

In January, CTS, the pedal assembly manufacturer, expressed "deep concern that there is widespread confusion and incorrect information" regarding the recent Toyota recall, and asserted that the rare "slow return" pedal incidents should not be linked to any sudden unintended acceleration incidents.[137] In a press release, it raised several points in its defense: that unintended acceleration incidents have been occurring in Toyota vehicles at least as far back as 1999, long before CTS supplied accelerator pedals to Toyota. Further, the complaints encompassed vehicle models and model years built with pedals from other suppliers. For example, CTS has never manufactured accelerators for Lexus vehicles and "has no accelerator pedals in Toyota vehicles prior to model year 2005."[138]

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[133] NHTSA Recall 10V017; January 21, 2010; Toyota Accelerator Pedal Recall; SUA0401

[134] NHTSA Recall 10V017; January 21, 2010; Toyota Accelerator Pedal Recall; SUA0401

[135] Toyota Announces Comprehensive Plan to Fix Accelerator Pedals on Recalled Vehicles and Ensure Customer Safety; February 1, 2010. (http://pressroom.toyota.com/pr/tms/toyota/toyota-announces-comprehensive-153311.aspx)

[136] NHTSA Recall 10V017; January 21, 2010; Toyota Accelerator Pedal Recall; SUA0401

CTS also reminded the public that Toyota regarded this recall apart from previous recalls intended to remedy sudden unintended acceleration.[139]

In a February interview with the *Today Show*, Toyota President Jim Lentz told viewers that floor mat entrapment was an issue separate from sticky pedals. The company learned about the sticky pedal problem in late October 2009 of last year, although he also said that Toyota had been investigating the issue for a long time. (According to the recall documents, Toyota first began to receive complaints in March 2007 – two-and-a-half years earlier.) In the interview Lentz was adamant that Toyota has a fix that will solve the problem of a sticky pedal – but did not did link "sticky pedals" to unintended acceleration.[140]

Toyota and CTS agree that sticky accelerator pedals are extremely rare. CTS said that Toyota reported less than a dozen cases of the sticky pedal to the company. But, CTS declared: "in no instance did the accelerator actually become stuck in a partially depressed condition."[141]

Toyota's sticky pedal recall doesn't appear to relate to complaints of SUA. Both the supplier and Toyota's statements about the results of this defect fail to connect the sudden unintended acceleration reported by consumers. Nor can Toyota explain SUA events in Lexus models that are not fitted with the CTS supplied pedals or vehicles outside of the recalls. Many complaints of SUA fall outside of the scope of the recall, the supplier claims that the failure has not caused any crashes nor does the failure lend itself to the types of complaints commonly reported.

Part of Toyota's remedy for recall 09V388 is the addition of a safety feature for some models including the 2007-2010 Camry, 2005-2010 Avalon, 2007-2010 Lexus ES350 and the 2006-2010 Lexus IS250 and IS350. The feature, known as a brake override system, is designed to cut engine power in the case of simultaneous application of both the accelerator and brake pedals.[142] Toyota states in a November 15, 2009 letter to NHTSA that:

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[137] CTS Press Release: CTS Comments on Accelerator Pedals; January 29, 2010; SUA0376

[138] CTS Press Release: CTS Comments on Accelerator Pedals; January 29, 2010; SUA0376

[139] CTS Press Release: CTS Comments on Accelerator Pedals; January 29, 2010; SUA0376

[140] MSNBC Today Show Interview; February 1, 2010; SUA0399

[141] CTS Press Release: CTS Comments on Toyota's January 21 Safety Voluntary Recall; January 27, 2010; SUA0394

[142] Recall 09V388, TMS December 1, 2009 letter to All Toyota Dealers (Special Service Campaign 9L)

> "Although not part of the remedy for addressing the defect identified in Toyota's Part 573 report, Toyota intends to add a supplemental function to the software for owners of ES, Camry, Avalon, and IS models that will ensure that the brake overrides the accelerator in the event that both pedals are being applied at the same time. This software supplement will reduce the consequences of pedal entrapment, should it occur. It is Toyota's intent to introduce similar software in all new models in the future, as the development work is completed."[143]

In a Toyota Motor Sales USA Inc., memo to its dealers regarding recall 09V388 (aka., 90L), the company states:

> "As an additional measure independent of the vehicle-based recall remedy, you should also install a newly designed override system on non-hybrid Camry vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. *The Camry Hybrid already contains a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the override system newly designed for the non-hybrid models."*[144]

The system Toyota intends to install is also referred to as a Brake-to-Idle feature or "Smart Pedal." This safety feature is designed into vehicles whereby braking by the driver overrides any other input to the throttle, regardless of source. This should allow the driver to control the vehicle quickly in event of an unintended acceleration event, regardless of the root cause.

Based on a news reports BMW is said to have made this feature standard on their vehicles beginning in the 2005 Model Year and Volkswagen in 2001.[145] Technical documents show that Audi began installing the feature in 2000.[146] According to a Chrysler spokesman quoted in the *Washington Post*, the company began using the system in 2003: "If the brake and the accelerator are in an argument, the brake wins."[147]

While the brake-to-idle feature has been around for some time, there is a dearth of documentation on the design and its origins. There is also very little, if any, information in manufacturers' technical materials or in Owner's Manuals of vehicles that do have the brake-to-idle feature installed.

The brake-to-idle feature is noted in a 1998 "Audi Self Study Programme Book." which covers the 2.7-liter V6 Bi-Turbo Engine which was available in the Audi A6 and A4. The guide states:

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[143] Recall 09V388, TMNA November 25, 2009 Letter to NHTSA

[144] Toyota Motor Sales USA Inc. Memo RE: Toyota Safety Recall 90L, February 2, 2010

[145] October 7, 2009 NY Times Article: 'Smart Gas Pedals May Solve Floor Mat Problem'

[146] November 25, 2008 Audi Technical Service Bulletin 01 08 16

[147] January 29, 2010 Washington Post, 'Toyota Did Not Install Brake Overrides Systems Despite Complaints"

> "Safety function: For safety reasons, the throttle valve is closed as far as a defined angular position when both the accelerator pedal and the brake pedal are depressed. If the brake is pressed first followed by the accelerator pedal, the driver input (torque request) is executed."[148]

An Audi Technical Service Bulletin[149] issued in 2008 that covers the 2000-2008 Audi A6 Quattro Sedans states:

> "With the introduction of Electronic Power Control (EPC) (no accelerator cable) to fuel injection systems, an engine RPM control feature has been incorporated into the engine electronic control system software.
>
> Application of both brake and accelerator pedals at the same time (brake pedal with left foot and accelerator pedal with right foot) results in the following:
> - Brake pedal function (normal at all times) overrides any throttle application.
> - Diagnostic Trouble Codes (DTCs) will not be stored.
>
> If brake pedal is applied while accelerator pedal is depressed, after approximately two seconds, engine RPMs will return to idle speed of 1400 RPMs."

Patents covering the brake-to-idle feature go back as far as 1965. General Motors patent 3,207,276 titled, 'Accelerator Cancelling Pedal' states the following:

> "The present invention relates to a vehicle safety device whereby the effect of accelerator pedal operation on the vehicle throttle is cancelled in the event the vehicle operator simultaneously depresses both the accelerator pedal and the brake pedal with one foot."

General Motors has at least two other Patents that disclose this safety feature.

Regarding Toyota's knowledge of this feature, US Patent 4,779,597 titled, 'Fail-Safe System for Vehicle Engine' and issued to Hitachi, Ltd.[150] discloses a system to prevent a vehicle runaway or engine stall due to a stuck throttle while the engine is in operation. Of interest in this patent is a reference to a Toyota Japanese patent application. This document, JP-B-58-2583, filed in 1975 and published in 1983 discloses the following:

> "Toyota discloses the following, 'a fail-safe system comprising mechanical separation means such as an appropriate clutch between the actuator and the throttle valve, whereby the throttle valve is separated from the actuator by the clutch in the event that the throttle valve has stuck and throttle valve is returned to the full-open position by the force of spring. This prior art system provides satisfactory fail-safe means to the extent that once the throttle valve has stuck, the

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[148] 1998 Audi 2.7L Bi-Turbo Self Study Programme 198
[149] November 25, 2008 Audi Technical Service Bulletin 01 08 16
[150] US Patent 4,779.957

> engine becomes to be idling condition and thus the car is prevented from running away.'"

A Confused Public as Toyota Shifts the Blame

Understandably, Toyota owners today find themselves confused by the current stream of contradictory recalls; public pronouncements from the Department of Transportation and Toyota; and news stories that suggest that there are causes beyond pedal entrapment or a stuck accelerator pedal.

The inconsistencies have been abetted by NHTSA, which has not looked deeply enough beyond driver error or mechanical interference, to state – with unshakeable certainty – that the root cause has been found. Their investigatory conclusions may be the result of an historical bias; they are certainly the result of insufficient resources.

NHTSA has conceded this in the Closing Resumes of more than one probe. In denying the 2006 defect petition of Camry owner William Jeffers III, the agency conceded:

> "This in no way implies that we doubt the Petitioner's reported experiences with his vehicle. Rather, the agency simply lacks evidence of a safety related defect in his vehicle or a trend of such defects in the subject vehicles. In view of the foregoing, it is unlikely that NHTSA would issue an order for the notification and remedy of a safety-related defect as alleged by the Petitioner in the subject vehicles at the conclusion of the requested investigation. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied."[151]

The agency's rejection of William Kronholm's Tacoma petition struck a similar note:

> "ODI reviewed the petition, assessed VOQs, interviewed persons who filed VOQs, tested the vehicle, and reviewed Toyota's response to an agency Information Request. The complaints fell into three groups. A majority of the complaints may have involved the Tacoma's throttle control system. Some complaints did not involve a failure of the throttle control system. For the remaining reports, although there may have been an issue with the throttle control system as one possible explanation, we have been unable to determine a cause related to throttle control or any underlying cause that gave rise to the complaint. For those vehicles where the throttle control system did not perform as the owner believes it should have, the information suggesting a possible defect related to motor vehicle safety is quite limited.
>
> Additional investigation is unlikely to result in a finding that a defect related to motor vehicle safety exists or a NHTSA order for the notification and remedy of a safety-related defect as requested by the petitioner. Therefore, in view of the need

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[151] DP06001; Denial of Defect Petition; Federal Register Notice; National Highway Traffic Safety Administration March 5, 2007

> to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied."[152]

But Toyota has created its own problem.

The automaker has ignored customers' real-world experiences and refused – at least publicly – to consider that it has not accounted for all of the ways its electronic throttle systems or the sensors that work in concert with it could malfunction. This insistence on design infallibility has forced the company into the very uncomfortable posture its finds itself today. Toyota has shifted the blame from drivers to its floor mats to its suppliers. It has never conceded that the blame lies in its own designs – be they a floor arrangement that allows a mat to wander freely or an electronic system that can be overcome by random, intermittent faults, and more fundamentally adequate failsafe designs. It is no wonder that the public is confused.

For six years, Toyota consistently denied that vehicle-initiated sudden unintended acceleration can even occur:

> "With regard to allegations of unintended acceleration, *Toyota does not believe that uncontrollable acceleration can occur without the driver applying the accelerator pedal because of the several detection systems described above.* If an abnormal condition occurs, such as the ETC sending the signal to the throttle body to open the throttle without applying the accelerator pedal due to a failure of a component or a malfunction of the system, or if the throttle simply were to open on its own, the system goes into failsafe mode."[153]

The automaker has argued that the electronic throttle control system can not be implicated in any malfunction, unless it is detected by a diagnostic fault code:

> "In case the ECU itself experiences a malfunction and an abnormal throttle control signal is sent to the throttle motor, the above detection system will still work as designed because of built in redundancy. The ECU has two CPUs and these two CPUs are comparing each signal received every 100 milliseconds in order to measure its own functionality. In the event of a multipoint failure (one of the CPUs or any sensor or sensors) the system will go into failsafe mode and illuminate the engine warning lamp because of the built in redundancies in the ETC system."[154]

Further, Toyota has not budged from the assertion that the brake system can overcome an open throttle:

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[152] DP08001; ; Denial of Defect Petition; Federal Register Notice; Vol. 72; page 51551; National Highway Traffic Safety Administration; September 3, 2008

[153] DP05002; Toyota Response; Chris Tinto; Toyota Motor Company; November 15, 2005

[154] PE04021; Toyota Response; Chris Tinto; Toyota Motor Company; June 19, 2004

"Toyota believes that if the throttle had opened as was alleged by the complainant, and the consumer was applying the brake pedal as stated, the vehicle brakes would have restrained vehicle motion."[155]

"In addition, the brake system and the ETC system are mechanically separated and work independently of each other. *Therefore, even if the ETC system fails, the brake system still works as designed and unintended acceleration cannot occur.* Furthermore, brake systems that fail mechanically leave evidence of their failure after the occurrence and do not return to normal operating conditions by themselves."[156]

"As with any vehicle in production today, the ES350 service brakes are more than adequate in stopping a vehicle with a stuck throttle pedal. Customers would be aware that something is operating in an unusual manner, can apply the brakes and shut off the vehicle, as instructed in their owner's manual.[157]

Simply, Toyota's entire argument is: our system cannot fail. And, if the system can not fail, then the fault lies elsewhere. In 2007, when the agency opened its third Lexus investigation, Toyota blamed customers for stacking all-weather mats on top of the original carpet mats causing pedal entrapment. In its first all-weather floor mat recall 07E082, even as the company filed a defect notice in September 2007, it insisted that there was no defect:

> "Toyota has carefully evaluated the agency's concerns in the defect investigation EA07-010 and has concluded that the subject vehicles do not contain a safety related defect. With respect to the All Weather Floor Mats that are associated with the field incidents reported in EA07-010, Toyota concluded that the mats do not contain a safety-related defect; however, Toyota agrees that an unsecured All Weather Floor Mat, especially one that is stacked on top of another floor mat, can migrate toward the accelerator pedal, potentially preventing it from returning to idle." [158]

Five days after NHTSA closed the last Toyota SUA investigation, DP09001, Toyota issued a press release announcing what it perceived as the regulator's latest vindication:

"The question of unintended acceleration involving Toyota and Lexus vehicles has been repeatedly and thoroughly investigated by NHTSA, without any finding of defect other than the risk from an unsecured or incompatible driver's floor mat," said Bob Daly, TMS senior vice president.[159]

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[155] PE04021; Toyota Response; Chris Tinto; Toyota Motor Company; June 19, 2004

[156] DP05002; Toyota Response; November 15, 2005

[157] PE07016; Toyota Response; Christ Tinto ; Toyota Motor Sales ; Response 15; Pg 13; 2007; June 11, 2007

[158] Recall 07E082; Defect Information Report; Toyota Motor Corporation;

[159] Toyota Begins Interim Notification to Owners Regarding Future Voluntary Safety Recall Related to Floor Mats Letter Confirms No Defect Exists in Vehicles with Properly; Press release; Toyota Motor Company; November 2, 2009

"..no defect exists in vehicles in which the driver's floor mat is compatible with the vehicle and properly secured."[160]

In a letter to its customers, Toyota referred to NHTSA's "extensive technical review" of the issue, including interviews with consumers who had complained of unwanted acceleration, NHTSA concluded that "...the only defect trend related to vehicle speed control in the subject vehicles involved the potential for accelerator pedals to become trapped near the floor by out-of-position or inappropriate floor mat installations."[161]

When consumers who had taken all floor mats out of their vehicle stepped forward to recount their SUA crashes and near-miss experiences, Toyota shifted the focus to sticking accelerator pedals – even though the accelerator is not implicated in any number of SUA incidents in which the driver's foot was on the brake. In January, the president of Toyota's US sales unit confidently declared:

"We know what the problem is. We have the fix. And we're going to take great care of our customers." [162]

Sudden Unintended Acceleration in the age of advanced vehicle electronics is a complex and multi-source problem. If Toyota knows what the problems are, it has not shared them with the public. The fixes – except for the brake to idle feature to be implemented in a select number of vehicles – will not prevent continued complaints of unintended acceleration. And it is long past the time to "take great care" of their customers.

Conclusion

After examining the lengthy and complex public history of SUA in Toyota vehicles, Safety Research & Strategies has concluded:

- SUA is occurring among a wider range of Toyota models and model years than has been investigated or remedied.
- Neither Toyota nor the NHTSA has identified all of the causes of SUA in Toyota and Lexus vehicles. Both have adopted the simplest, mechanical explanation for these incidents.
- Pedal entrapment may be a cause of SUA. The data show that floor mat interference cannot be the only cause.

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[160] Toyota Begins Interim Notification to Owners Regarding Future Voluntary Safety Recall Related to Floor Mats Letter Confirms No Defect Exists in Vehicles with Properly; Press release; Toyota Motor Company; November 2, 2009

[161] Toyota Begins Interim Notification to Owners Regarding Future Voluntary Safety Recall Related to Floor Mats Letter Confirms No Defect Exists in Vehicles with Properly; Press release; Toyota Motor Company; November 2, 2009

[162] Toyota Owners Barrage Dealers With Calls as Pedal Fixes Shipped; Mike Ramsey; Business Week; February 1, 2010

- Sticking accelerator pedals do not appear to cause the SUA events as reported by drivers.

- NHTSA has not yet conducted a thorough investigation of all possible causes. It has been hampered by decisions to limit data and exclude data which didn't fit its hypotheses. The agency may lack expertise and resources. It has been unduly influenced by its past experiences investigating SUA in mechanical throttle systems. Toyota's electronic system is significantly different and more complex than the older, mechanical systems.

- Toyota has not accepted its responsibility in manufacturing and selling vehicles which have design flaws that can contribute to SUA. It has insisted that its system cannot fail and has blamed drivers and suppliers.

- Toyota's past recalls have been ineffective. Drivers of recalled vehicles, who have applied the remedy, still experience SUA.

- Toyota has not addressed SUA problems in some of the models and model years with the worst complaint records, many of which are not eligible for any of the current remedies.

- In view of the automaker's and the government's inability to isolate all of the causes of SUA, Toyota should immediately implement a brake-to-idle override on all affected models and model years to ensure public safety.

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Appendix A: ***Unintended Acceleration Incidents Reported 1999-January 19, 2010 Involving Vehicles Outside of the Recall Populations***

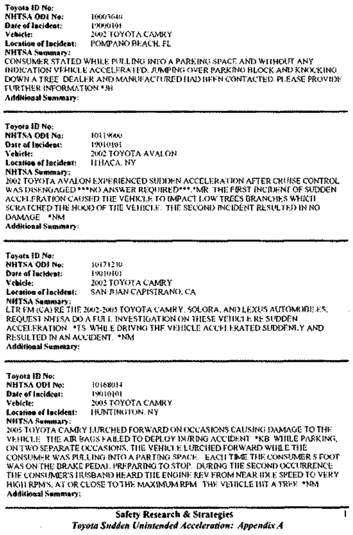
The attached appendix is comprised of incidents of unintended acceleration occurring in vehicles outside of the scope of the six Toyota floor mat and accelerator pedal recalls. Sources for these incidents include:

- Consumer complaints to NHTSA
- Toyota-submitted claims from several NHTSA investigations into SUA
- Incidents reported by media organizations
- Consumer contacts made to Safety Research & Strategies, Inc., and other organizations who are reporting incidents that they have received.

We have reviewed all of the complaints in the database and, using the details provided in the incident descriptions, coded every field possible. We focused particularly on date of incident, vehicle make, model, and model year, whether or not an incident resulted in a crash, and injury and death counts. In cases where NHTSA had already coded those fields, we relied on their coding unless the incident descriptions provided clear contradictions.

Every effort has been made to identify duplicate records and combine them; however, often the reports do not provide enough detail to link incidents to other reports; there are likely some duplicates among our records – if there are, they are few.

In order to limit these incidents to only those occurring in non-recalled vehicles, we reviewed the vehicle make, model, model year, and, when necessary, VIN, in order to determine the recall status of the vehicles involved in the incidents. When model year was not known for vehicles that were included in one or more recalls, we excluded the associated records. This resulted in 1,122 incidents of unintended acceleration involving vehicles outside of the recalls.

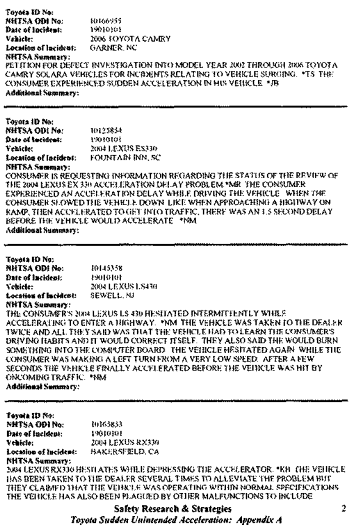


Toyota ID No:
NHTSA ODI No: 10063640
Date of Incident: 19000101
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: POMPANO BEACH, FL
NHTSA Summary:
CONSUMER STATED WHILE PULLING INTO A PARKING SPACE AND WITHOUT ANY INDICATION VEHICLE ACCELERATED, JUMPING OVER PARKING BLOCK AND KNOCKING DOWN A TREE DEALER AND MANUFACTURED HAD BEEN CONTACTED. PLEASE PROVIDE FURTHER INFORMATION *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10119606
Date of Incident: 19010101
Vehicle: 2002 TOYOTA AVALON
Location of Incident: ITHACA, NY
NHTSA Summary:
2002 TOYOTA AVALON EXPERIENCED SUDDEN ACCELERATION AFTER CRUISE CONTROL WAS DISENGAGED ***NO ANSWER REQUIRED***.*MR THE FIRST INCIDENT OF SUDDEN ACCELERATION CAUSED THE VEHICLE TO IMPACT LOW TREES BRANCHES WHICH SCRATCHED THE HOOD OF THE VEHICLE. THE SECOND INCIDENT RESULTED IN NO DAMAGE *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10171210
Date of Incident: 19010101
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: SAN JUAN CAPISTRANO, CA
NHTSA Summary:
LTR FM (CA) RE THE 2002-2005 TOYOTA CAMRY, SOLORA, AND LEXUS AUTOMOBILES, REQUEST NHTSA DO A FULL INVESTIGATION ON THESE VEHICLE RE SUDDEN ACCELERATION *TS WHILE DRIVNG THE VEHICLE ACCELERATED SUDDENLY AND RESULTED IN AN ACCIDENT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10168014
Date of Incident: 19010101
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: HUNTINGTON, NY
NHTSA Summary:
2005 TOYOTA CAMRY LURCHED FORWARD ON OCCASIONS CAUSING DAMAGE TO THE VEHICLE THE AIR BAGS FAILED TO DEPLOY DURING ACCIDENT *KB WHILE PARKING, ON TWO SEPARATE OCCASIONS, THE VEHICLE LURCHED FORWARD WHILE THE CONSUMER WAS PULLING INTO A PARTING SPACE. EACH TIME THE CONSUMER S FOOT WAS ON THE BRAKE PEDAL PREPARING TO STOP. DURING THE SECOND OCCURRENCE THE CONSUMER'S HUSBAND HEARD THE ENGINE REV FROM NEAR IDLE SPEED TO VERY HIGH RPM'S, AT OR CLOSE TO THE MAXIMUM RPM THE VEHICLE HIT A TREE *NM
Additional Summary:

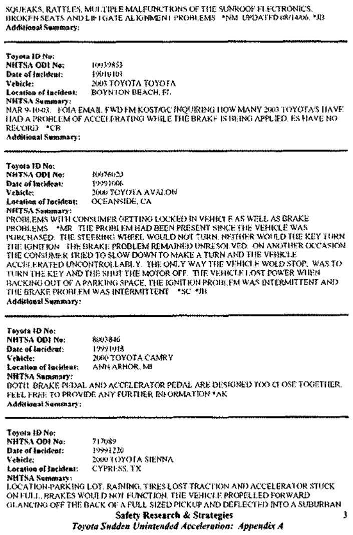


Toyota ID No:
NHTSA ODI No: 10166955
Date of Incident: 19010101
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: GARNER, NC
NHTSA Summary:
PETITION FOR DEFECT INVESTIGATION INTO MODEL YEAR 2002 THROUGH 2006 TOYOTA CAMRY SOLARA VEHICLES FOR INCIDENTS RELATING TO VEHICLE SURGING. *TS THE CONSUMER EXPERIENCED SUDDEN ACCELERATION IN HIS VEHICLE *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10125854
Date of Incident: 19010101
Vehicle: 2004 LEXUS ES330
Location of Incident: FOUNTAIN INN, SC
NHTSA Summary:
CONSUMER IS REQUESTING INFORMATION REGARDING THE STATUS OF THE REVIEW OF THE 2004 LEXUS EX 330 ACCELERATION DELAY PROBLEM.*MR THE CONSUMER EXPERIENCED AN ACCELERATION DELAY WHILE DRIVING THE VEHICLE WHEN THE CONSUMER SLOWED THE VEHICLE DOWN LIKE WHEN APPROACHING A HIGHWAY ON RAMP, THEN ACCELERATED TO GET INTO TRAFFIC, THERE WAS AN 1.5 SECOND DELAY BEFORE THE VEHICLE WOULD ACCELERATE *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10145358
Date of Incident: 19010101
Vehicle: 2004 LEXUS LS430
Location of Incident: SEWELL, NJ
NHTSA Summary:
THE CONSUMER'S 2004 LEXUS LS 430 HESITATED INTERMITTENTLY WHILE ACCELERATING TO ENTER A HIGHWAY. *NM THE VEHICLE WAS TAKEN TO THE DEALER TWICE AND ALL THEY SAID WAS THAT THE VEHICLE HAD TO LEARN THE CONSUMER'S DRIVING HABITS AND IT WOULD CORRECT ITSELF. THEY ALSO SAID THE WOULD BURN SOMETHING INTO THE COMPUTER BOARD THE VEHICLE HESITATED AGAIN WHILE THE CONSUMER WAS MAKING A LEFT TURN FROM A VERY LOW SPEED. AFTER A FEW SECONDS THE VEHICLE FINALLY ACCELERATED BEFORE THE VEHICLE WAS HIT BY ONCOMING TRAFFIC. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10165853
Date of Incident: 19010101
Vehicle: 2004 LEXUS RX330
Location of Incident: BAKERSFIELD, CA
NHTSA Summary:
2004 LEXUS RX330 HESITATES WHILE DEPRESSING THE ACCELERATOR. *KB THE VEHICLE HAS BEEN TAKEN TO THE DEALER SEVERAL TIMES TO ALLEVIATE THE PROBLEM BUT THEY CLAIMED THAT THE VEHICLE WAS OPERATING WITHIN NORMAL SPECIFICATIONS THE VEHICLE HAS ALSO BEEN PLAGUED BY OTHER MALFUNCTIONS TO INCLUDE



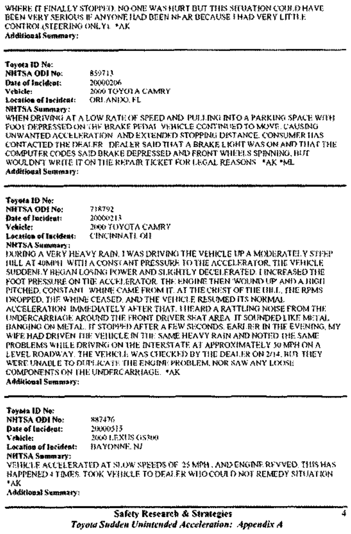
SQUEAKS, RATTLES, MULTIPLE MALFUNCTIONS OF THE SUNROOF ELECTRONICS, BROKEN SEATS AND LIFTGATE ALIGNMENT PROBLEMS *NM UPDATED 08/14/06. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10039853
Date of Incident: 19010103
Vehicle: 2003 TOYOTA TOYOTA
Location of Incident: BOYNTON BEACH, FL
NHTSA Summary:
NAR 9-10-03. FOIA EMAIL FWD FM KOST/GC INQUIRING HOW MANY 2003 TOYOTA'S HAVE HAD A PROBLEM OF ACCELERATING WHILE THE BRAKE IS BEING APPLIED. ES HAVE NO RECORD *CB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10076020
Date of Incident: 19991006
Vehicle: 2000 TOYOTA AVALON
Location of Incident: OCEANSIDE, CA
NHTSA Summary:
PROBLEMS WITH CONSUMER GETTING LOCKED IN VEHICLE AS WELL AS BRAKE PROBLEMS *MR THE PROBLEM HAD BEEN PRESENT SINCE THE VEHICLE WAS PURCHASED. THE STEERING WHEEL WOULD NOT TURN, NEITHER WOULD THE KEY TURN THE IGNITION THE BRAKE PROBLEM REMAINED UNRESOLVED. ON ANOTHER OCCASION THE CONSUMER TRIED TO SLOW DOWN TO MAKE A TURN AND THE VEHICLE ACCELERATED UNCONTROLLABLY. THE ONLY WAY THE VEHICLE WOLD STOP, WAS TO TURN THE KEY AND THE SHUT THE MOTOR OFF. THE VEHICLE LOST POWER WHEN BACKING OUT OF A PARKING SPACE, THE IGNITION PROBLEM WAS INTERMITTENT AND THE BRAKE PROBLEM WAS INTERMITTENT *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8003846
Date of Incident: 19991018
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: ANN ARBOR, MI
NHTSA Summary:
BOTH BRAKE PEDAL AND ACCELERATOR PEDAL ARE DESIGNED TOO CLOSE TOGETHER. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 717089
Date of Incident: 19991220
Vehicle: 2000 TOYOTA SIENNA
Location of Incident: CYPRESS, TX
NHTSA Summary:
LOCATION-PARKING LOT, RAINING, TIRES LOST TRACTION AND ACCELERATOR STUCK ON FULL, BRAKES WOULD NOT FUNCTION. THE VEHICLE PROPELLED FORWARD GLANCING OFF THE BACK OF A FULL SIZED PICKUP AND DEFLECTED INTO A SUBURBAN



WHERE IT FINALLY STOPPED. NO ONE WAS HURT BUT THIS SITUATION COULD HAVE BEEN VERY SERIOUS IF ANYONE HAD BEEN NEAR BECAUSE I HAD VERY LITTLE CONTROL(STEERING ONLY). *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 859713
Date of Incident: 20000206
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: ORLANDO, FL
NHTSA Summary:
WHEN DRIVING AT A LOW RATE OF SPEED AND PULLING INTO A PARKING SPACE WITH FOOT DEPRESSED ON THE BRAKE PEDAL VEHICLE CONTINUED TO MOVE, CAUSING UNWANTED ACCELERATION AND EXTENDED STOPPING DISTANCE. CONSUMER HAS CONTACTED THE DEALER DEALER SAID THAT A BRAKE LIGHT WAS ON AND THAT THE COMPUTER CODES SAID BRAKE DEPRESSED AND FRONT WHEELS SPINNING, BUT WOULDN'T WRITE IT ON THE REPAIR TICKET FOR LEGAL REASONS *AK *ML
Additional Summary:

Toyota ID No:
NHTSA ODI No: 718792
Date of Incident: 20000213
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: CINCINNATI, OH
NHTSA Summary:
DURING A VERY HEAVY RAIN, I WAS DRIVING THE VEHICLE UP A MODERATELY STEEP HILL AT 40MPH WITH A CONSTANT PRESSURE TO THE ACCELERATOR. THE VEHICLE SUDDENLY BEGAN LOSING POWER AND SLIGHTLY DECELERATED. I INCREASED THE FOOT PRESSURE ON THE ACCELERATOR. THE ENGINE THEN 'WOUND UP' AND A HIGH PITCHED, CONSTANT WHINE CAME FROM IT. AT THE CREST OF THE HILL, THE RPMS DROPPED, THE WHINE CEASED, AND THE VEHICLE RESUMED ITS NORMAL ACCELERATION IMMEDIATELY AFTER THAT, I HEARD A RATTLING NOISE FROM THE UNDERCARRIAGE AROUND THE FRONT DRIVER SEAT AREA IT SOUNDED LIKE METAL BANGING ON METAL. IT STOPPED AFTER A FEW SECONDS. EARLIER IN THE EVENING, MY WIFE HAD DRIVEN THE VEHICLE IN THE SAME HEAVY RAIN AND NOTED THE SAME PROBLEMS WHILE DRIVING ON THE INTERSTATE AT APPROXIMATELY 30 MPH ON A LEVEL ROADWAY. THE VEHICLE WAS CHECKED BY THE DEALER ON 2/14, BUT THEY WERE UNABLE TO DUPLICATE THE ENGINE PROBLEM, NOR SAW ANY LOOSE COMPONENTS ON THE UNDERCARRIAGE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 887476
Date of Incident: 20000315
Vehicle: 2000 LEXUS GS300
Location of Incident: BAYONNE, NJ
NHTSA Summary:
VEHICLE ACCELERATED AT SLOW SPEEDS OF 25 MPH , AND ENGINE REVVED. THIS HAS HAPPENED 4 TIMES. TOOK VEHICLE TO DEALER WHO COULD NOT REMEDY SITUATION *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 872727
Date of Incident: 20000811
Vehicle: 2000 LEXUS GS400
Location of Incident: CUPERTINO, CA
NHTSA Summary:
WAS DRIVING VEHICLE & STARTED TO PRESS DOWN ON BRAKES AND VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING. TOOK VEHICLE TO DEALERSHIP & MECHANIC COULD NOT LOCATE CAUSE OF ACCELERATION. 2ND TIME PROBLEM, NOT DUPLICATED AFTER IT HAPPENED PRIOR TO TAKING TO DEALERSHIP. HAD HAPPENED 6 DIFFERENT TIMES SINCE THEN & PROBLEM WAS GETTING WORSE MECHANIC DID NOT KNOW CAUSE OF ACCELERATION.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 875553
Date of Incident: 20000908
Vehicle: 2000 LEXUS RX300
Location of Incident: PRAMOUNT, CA
NHTSA Summary:
WHEN CHANGING LANES STEERING WHEEL WENT INTO OPPOSITE DIRECTION. RESULTING IN A COLLISION. DEALER HAS INSPECTED VEHICLE, AND HAS NOT BEEN ABLE TO DUPLICATE OR CORRECT PROBLEM. MANUFACTURER HAS BEEN NOTIFIED. THROTTLE WAS STICKING. SPEAKER FAILED. CONSUMER HEARD A RATTLING NOISE IN RIGHT FRONT DASH AREA. DEALER REPLACED THE GLOVE COMPARTMENT. *AK *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 558197
Date of Incident: 20000925
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: BOSSIER CI, LA
NHTSA Summary:
THREE WEEKS AFTER PUCHASING THE VEHICLE, CONSUMER COMPLAINED THAT THE ENGINE WAS RUNNING ROUGH AND IRREGULARLY. AT THAT TIME THE DEALER WAS UNABLE TO INSPECT THE VEHICLE, SOON AFTER THE CONSUMER WAS INVOLVED IN AN ACCIDENT IN WHICH SHE WAS UNABLE TO STOP THE VEHICLE. A WEEK AFTER THE ACCIDENT CONSUMER RECIEVED NOTIFICATION WHICH ADVISED OF A DEFECTIVE CRUISE CONTROL THROTTLE LINKAGE CLIP. CONSUMER BELIEVES THE DEFECT CAUSED THE ACCIDENT (ATTORNEY FOR CLIENT). NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8015367
Date of Incident: 20000930
Vehicle: 2001 LEXUS IS300
Location of Incident: HUNTINGTON STATION, NY
NHTSA Summary:
WHILE DRIVING VEHICLE WOULD HESITATE WHEN ACCELERATING. VEHICLE BEEN TO DEALER ON THREE OCCASIONS, AND PROBLEM REOCCURRED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 874012
Date of Incident: 20001025
Vehicle: 2000 TOYOTA ECHO
Location of Incident: LONG ISLAND, NY
NHTSA Summary:
WHILE APPLYING BRAKES VEHICLE ACCELERATED SUDDENLY AND UNEXPECTEDLY DRIVER PUT VEHICLE INTO PARK TO STOP IT. DEALER WAS INSPECTING VEHICLE.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 879162
Date of Incident: 20001025
Vehicle: 2001 TOYOTA TACOMA
Location of Incident: SACRAMENTO, CA
NHTSA Summary:
CONSUMER WAS TRAVELING IN RAINY CONDITIONS AT 20MPH AND WITHOUT ACCELERATION FRONT SLID ACROSS ROAD INTO ANOTHER VEHICLE. NO INJURIES. TOYOTA HAS INSPECTED VEHICLE BUT DID NOT TEST DRIVE IT. EVERYTHING MET REQUIREMENTS, BUT NOTHING ELSE COULD BE DONE FOR CONSUMER.*AK *YD
Additional Summary:

Toyota ID No:
NHTSA ODI No: 877195
Date of Incident: 20001130
Vehicle: 2000 LEXUS RX300
Location of Incident: LAKE CHARLES, LA
NHTSA Summary:
VEHICLE EXPERIENCED SUDDEN ACCELERATION IN REVERSE AND HIT A POLE, GEAR SHIFT WAS STUCK IN REVERSE AND COULD NOT SHIFT INTO DRIVE, THE ENGINE TORQUED UP AND ACCELERATED FORWARD, CAUSING VEHICLE TO CRASH INTO A BRICK WALL, CONSUMER SUSTAINED WHIPLASH DUE TO THE ACCIDENT *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 737644
Date of Incident: 20001208
Vehicle: 2000 TOYOTA TUNDRA
Location of Incident: PINELLAS PARK, FL
NHTSA Summary:
ACCELERATER WENT DOWN TO THE FLOOR AS IF THE CRUISE CONTROL TOOK OVER. AIRBAGS DID NOT DEPLOY ON INPACT.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 876387
Date of Incident: 20001212

Vehicle: 2001 TOYOTA COROLLA
Location of Incident: PROSPECT HEIGHTS, IL
NHTSA Summary:
WHILE TRAVELING ON HIGHWAY AT 45 MPH APPLIED ACCELERATOR PEDAL TO PASS, AND ACCELERATOR PEDAL REMAINED STUCK TO THE FLOOR AND WOULD NOT RETURN, CAUSING VEHICLE TO SUDDENLY TAKE OFF. CONSUMER WAS ABLE TO SWITCH OFF VEHICLE, AND COACH ONTO THE SIDE OF ROAD. DEALER WAS NOT CONTACTED AT THIS TIME. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 742890
Date of Incident: 20010102
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: GETTYSBURG, PA
NHTSA Summary:
DEALER SAYS THAT THROTTLE STICKING IS THE NORM FOR CAMRYS AND IS NOT A DRIVE TRAIN PROBLEM AND NOT WARRANTED *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 740462
Date of Incident: 20010115
Vehicle: 2001 LEXUS ES300
Location of Incident: FAIRFAX, VA
NHTSA Summary:
STICKING ACCELERATOR *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 880752
Date of Incident: 20010214
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: GAITHERSBURG, MD
NHTSA Summary:
WHILE DRIVNG ABOUT 30 MPH ENGINE SUDDENLY ACCELERATED WITHOUT A PRIOR WARNING CONSUMER HAD TO TURN OFF ENGINE, AND PUT PAWL IN NEUTRAL. VEHICLE THEN STOPPED, AVOIDING A CRASH INTO A CROW. DEALER SAID THAT THROTTLE CABLE WAS THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 742430
Date of Incident: 20010223
Vehicle: 2001 LEXUS RX300
Location of Incident: CARLSBAD, CA
NHTSA Summary:
FOOT SOLELY ON BRAKE AS VEHICLE COMING TO A STOP IN PARKING SPOT SUDDENLY WITH NO REASON ACCELERATED OVER-RIDING THE PRESSURE ON THE BRAKE--JUMPING THE CONCRETE STOP-KNOCKING OVER PARKING POST AND SIGN AND COMING TO A STOP

JUST HITTING THE OPPOSING VEHICLE'S LEFT FRONT WHEEL. WELL DOING DAMAGE TO IT AND TO MY CAR.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 561171
Date of Incident: 20010223
Vehicle: 2000 LEXUS ES300
Location of Incident: EAST RUTHE, NJ
NHTSA Summary:
WHILE BACKING INTO GARAGE THE VEHICLE SUDDENLY ACCELERATED BACKWARDS STRIKING SEVERAL ARTICLES STORED IN THE GARAGE. THE VEHICLE SUFFERED EXTENSIVE DAMAGE TO THE REAREND AND LEFT REAR QUARTER PANEL. THE DRIVER SUFFERED NECK AND LOWER BACK DISCOMFORT BUT REQUIRED NO MEDICAL ATTENTION. THIS PROBLEM OCCURED ONCE BEFORE WHILE BACKING INTO GARAGE BUT WITHOUT INCIDENT. NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 888671
Date of Incident: 20010314
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: BALTIMORE, MD
NHTSA Summary:
WHILE TRAVELING AND WITHOUT ANY INDICATION VEHICLE WOULD IDLE HIGH, CAUSING CONSUMER TO DEPRESS BRAKE PEDAL AND VEHICLE WOULD STILL TRAVEL. RESULTING IN CONSUMER'S VEHICLE TO RUNNING INTO SOMTHING.*AK CONSUMER STATES SHE HIT ANOTHER VEHICLE IN FRONT OF HER. DELAERSHIP WAS UNABLE TO DUPLICATE THE PROBLEM ON BOTH OCCASIONS.*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8001640
Date of Incident: 20010401
Vehicle: 2001 TOYOTA SEQUOIA
Location of Incident: FORT COLLINS, CO
NHTSA Summary:
WHEN ACCELERATING FROM A COMPLETE STOP THERE WAS A HESITATION IN ENGINE. THIS HESITATION ALMOST RESULTED IN SEVERAL VEHICLE CRASHES DEALERSHIP HAS EXAMINED VEHICLE, BUT COULD NOT DUPLICATE THE PROBLEM. INFORMED CONSUMER THIS HESITATION WAS NORMAL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 752243
Date of Incident: 20010402
Vehicle: 2001 TOYOTA RAV4
Location of Incident: WINONA, MN
NHTSA Summary:

THE 2001 TOYOTA RAV4 HAS A SIGNIFICANT HESITATION PROBLEM UPON ACCERATION RESULTING IN, MY OPINION, AN EXTREMELY UNSAFE VEHICLE. AT RANDOM TIMES THERE IS VIRTUALLY NO POWER PRODUCED BY THE ENGINE FOR APPROX. 5-10 SECONDS WHEN THE ACCELERATOR IS DEPRESSED. THIS RESULTS IN A VERY DANGEROUS SITUATION WHEN IN HEAVY TRAFFIC. THE DEALER, ADMITTING THERE IS A PROBLEM, CLAIMS THEY HAVE NO IDEA WHAT CAUSES IT, NOR DOES TOYOTA. I HAVE NARROWLY MISSED BEING HIT BY OTHER TRAFFIC WHEN I EXPECTED THE VEHICLE TO SMOOTHLY ACCELERATE OUT OF HARMS WAY WHEN IT DID NOT.*AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 888732
Date of Incident: 20010501
Vehicle: 2000 TOYOTA SIENNA
Location of Incident: CHARLOTTESVILLE, VA
NHTSA Summary:
THERE WAS A SUDDEN DECREASE IN ACCELERATION WHILE IN CRUISE CONTROL, AND AN UNUSUAL NOISE.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 888046
Date of Incident: 20010508
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: PLYMOUTH, MI
NHTSA Summary:
WHILE DRIVING AT APPROXIMATELY 10 MPH AND TURNING A CORNER VEHICLE ACCELERATED SUDDENLY. CONSUMER LOST CONTROL OF VEHICLE, AND VEHICLE ROLLED TWICE. DEALERSHIP HAS NOT GIVEN A REASON FOR THE DEFECT IN THIS VEHICLE. *AK CONSUMER STATES VEHICLE GOT UP TO BETWEEN 70 AND 80 MPH WITHIN 2 MINUTES. CONSUMER WAS INJURED IN ACCIDENT. *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 889336
Date of Incident: 20010511
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: WINNETKA, CA
NHTSA Summary:
VEHICLE ACCELERATED SUDDENLY AND UNEXPECTEDLY, RESULTING IN A COLLISION/ MINOR INJURIES. MANUFACTURER HAS BEEN NOTIFIED. *AK CONSUMER WAS INJURED IN VEHICLE. CONSUMER STATES STEERING WHEEL TURNED SHARPLY TO THE LEFT AT TIME OF SUDDEN ACCELERATION. *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 890582
Date of Incident: 20010601
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: APEX, NC
NHTSA Summary:

WHILE TRAVELING BETWEEN 55 AND 65 MPH A VIBRATION OCCURS IN VEHICLE UNDER NORMAL OPERATION. DEALERSHIP COULD NOT DUPLICATE PROBLEM, AND COULD NOT ASSIST CONSUMER. DURING THE WEEK OF JUNE 11TH, ACCELERATOR STUCK WHILE VEHICLE WAS IN OPERATION. DEALERSHIP AGAIN STATED THEY COULD NOT FIND ANYTHING WRONG WITH VEHICLE. *AK CONSUMER NOTICED CRUISE CONTROL WAS NOT WORKING PROPERLY SHORTLY AFTER PURCHASE. IT WOULD CUT IN AND OUT AND JERK VEHICLE. DEALER ADJUSTED TERMINAL OF JUMPER SWITCH WIRE TO ENSURE GOOD CONTACT AND ADJUSTED CABLE OF THE CRUISE CONTROL. A COUPLE MONTHS LATER, NOW CONSUMER EXPERIENCES PROBLEMS WITH THE ACCELERATOR STICKING WITHOUT THE CRUISE CONTROL TURNED ON. CRUISE IS STILL EXPERIENCING PROBLEMS WHILE ON. RPMS ARE RUNNING HIGH WHILE AT STOPS, AND ACCELERATOR IS STICKING. WHILE APPLYING BRAKES WHEN THEY ARE HEATED UP, THEY GET HARD AND CAUSE VEHICLE TO VIBRATE. *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 892935
Date of Incident: 20010618
Vehicle: 2001 TOYOTA ECHO
Location of Incident: HUNTERSVILLE, NC
NHTSA Summary:
BRAKE PEDAL AND THE ACCELERATOR PEDAL ARE TOO CLOSE AND CAUSE ERRATIC OPERATION WHEN APPLYING EITHER PEDAL. DEALER/MANUFACTURER WERE NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 891863
Date of Incident: 20010622
Vehicle: 2001 TOYOTA COROLLA
Location of Incident: SEVERN, MD
NHTSA Summary:
WHILE BACKING OUT OF A PARKING SPACE CONSUMER NOTICED A NOISE. DEPRESSED BRAKES AND NOISE GOT LOUDER. THEN VEHICLE ACCELERATED, CAUSING VEHICLE TO RUN INTO WALL. *AK CONSUMER STATES THAT THE ACCELERATION TOOK PLACE WHILE SHE WAS SWITCHING INTO DRIVE FROM REVERSE. EVEN THOUGH BRAKE WAS PRESSED, VEHICLE CONTINUED TO MOVE. AIRBAGS DEPLOYED CAUSING THE WINDSHIELD TO BREAK. CONSUMER WAS SLIGHTLY BRUISED AND BUMPED DUE TO DEPLOYMENT OF THE AIRBAGS. *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 893635
Date of Incident: 20010710
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: FISCHER, TX
NHTSA Summary:
CONSUMERS WIFE WAS DRIVING AND PULLED INTO A PARKING LOT, AND VEHICLE ACCELERATED INTO A CEMENT BARRIER SURROUNDING A LIGHT POST. SHE WAS TRAVELING AT APPROXIMATELY 20 TO 25 MPH, AND BOTH FRONTAL AIR BAGS FAILED TO DEPLOY. NO DETERMINATION HAS BEEN MADE AS TO WHY THE AIR BAGS FAILED TO

FUNCTION. DRIVER EXPERIENCED WHIPLASH, AND WAS SEEKING FUTHER MEDICAL HELP FOR NECK PAIN. *AK *YD
Additional Summary:

Toyota ID No:
NHTSA ODI No: 748511
Date of Incident: 20010715
Vehicle: 2001 TOYOTA COROLLA
Location of Incident: FREMONT, CA
NHTSA Summary:
DRIVER WAS TRYING TO PARK THE CAR, THUS THE CAR WAS TRAVELLING AT VERY LOW SPEED. CAR SUDDENLY SURGED AFTER THE DRIVER APPLIED THE BRAKE. CAR WENT OVER THE CEMENT TIRE STOPPER, UP A SMALL HILL, HIT A WALL, AND STOPPED. THIS CANNOT POSSIBLY HAVE BEEN CAUSED BY THE DRIVER HITTING THE ACCELERATOR PEDAL. THIS IS A SERIOUS SAFETY PROBLEM. WE WILL CONTACT THE DEALER AND THE MANUFACTURER ON JULY 16, 2001. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 564115
Date of Incident: 20010823
Vehicle: 2001 TOYOTA RAV4
Location of Incident: PLEASANT HILL, CA
NHTSA Summary:
ON SEVERAL OCCASIONS, WITH THE CAR IN PARK AND STILL RUNNING, VEHICLE WOULD MAKE A HUGE CLANKING NOISE AND WOULD SPEED FORWARD WITH UNCONTROLLABLE ACCELERATION. VEHICLE RECEIVED BODY DAMAGE. DEALER UNABLE TO LOCATE PROBLEM. *TT
Additional Summary:

Toyota ID No:
NHTSA ODI No: 893142
Date of Incident: 20010824
Vehicle: 2001 TOYOTA RAV4
Location of Incident: SPRINGVILLE, CA
NHTSA Summary:
WHILE COMING TO COMPLETE STOP BY PRESSING ABS BRAKES, VEHICLE SUDDENLY ACCELERATED AND HIT A STONEWALL. DEALER HAS BEEN CONTACTED PLEASE PROVIDE FURTHER DETAILS. CONSUMER HAS TAKEN PHOTOGRAPHS OF VEHICLE/ WALL AND GROUND, SHOWING NO TIRE MARKS.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 751206
Date of Incident: 20010825
Vehicle: 2001 TOYOTA RAV4
Location of Incident: ELK GROVE VILLAGE, IL
NHTSA Summary:
VEHICLE EXHIBITS INTERMITTENT HESITATION UPON ACCELERATION FROM STOP OR LOW SPEED HESITATION HAS OCCURRED SINCE SHORTLY AFTER VEHICLE PURCHASE DATE, WITH INCREASED FREQUENCY DURING LAST 60-90 DAYS. HESITATION OCCURS

BOTH WITH AIR CONDITIONONG ON AND OFF, AND WITH 4-SPEED AUTOMATIC TRANSMISSION OVERDIVE ON AND OFF. 2-3 OCCURRENCES PER WEEK ARE CURRENTLY EXPERIENCED. MOST FREQUENT WHEN VEHICLE IS MAKING SLOW TURN (BOTH RIGHT AND LEFT) AND LASTS 5-10 SECONDS EVEN IF ACCELERATOR IS NEARLY FULLY DEPRESSED. HESITATION HAS ALSO OCCURRED WHEN MOVING STRAIGHT AHEAD FROM STOP OR FROM LOW SPEED (5-10 MPH) STOP AND GO TRAFFIC. DEALER HAS BEEN NOTIFIED AND COULD NOT REPLICATE PROBLEM OR OFFER A SOLUTION, HOWEVER VEHICLE WAS DRIVEN FOR ONLY A SHORT TIME BY DEALER'S SERVICE TECHNICIANS. DEALER INDICATES NO REPORT OF SIMLIAR PROBLEMS EITHER AT THIS DEALERSHIP OR TO TOYOTA USA ALTHOUGH I KNOW OF OTHER 2001 RAV4 OWNERS WHO HAVE REPORTED A HESITATION PROBLEM TO THEIR DEALERS AND HAVE NOT HAD THE PROBLEM RESOLVED. WHILE THIS PROBLEM IS INTERMITTENT, THIS IS,IN SOME WAYS, WORSE THAN IF IT HAPPENED EVERY TIME BECAUSE THERE IS NO WAY TO PEDICT THE EVENT AND COMPENSATE FOR IT.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10008698
Date of Incident: 20010915
Vehicle: 2001 TOYOTA RAV4
Location of Incident: MINNEAPOLIS, MN
NHTSA Summary:
BRAKES WERE APPLIED. VEHICLE SUDDENLY ACCELERATED.*JB....*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 899675
Date of Incident: 20010922
Vehicle: 2001 LEXUS ES300
Location of Incident: HUNTINGTON, NY
NHTSA Summary:
VEHICLE EXPERIENCING PROBLEM WITH DECELERATION AND HESITATION WHEN APPLYING ACCELERATOR PEDAL. VEHICLE AT DEALER SHOP WAITING ON A COMPUTER REPLACEMENT ON NATIONAL BACK ORDER. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION CONCERNNING THIS MATTER. *AK
Additional Summary:

Toyota ID No: 200305270239
NHTSA ODI No:
Date of Incident: 20011008
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: ENFIELD, CT
NHTSA Summary:
*** PHONE LOG 05/27/2003 08:09:09 AM ESMART
CUST STS ENGINE SURGES WHEN DECELERATING AND ACCELERATING AT SLOW SPEEDS AND WHEN GOING DOWN HILL. CUST SKS TO KNOW IF ANY KNOWN CONDS HAVE BEEN REPORTED. CUST STS VEH HAS NOT YET BEEN INSPECTED BY DLR

*** CASE CLOSE 05/27/2003 08:09:11 AM ESMART

Additional Summary:

Toyota ID No:
NHTSA ODI No: 8006333
Date of Incident: 20011017
Vehicle: 2000 LEXUS GS300
Location of Incident: JACKSONVILLE, FL
NHTSA Summary:
VEHICLE STARTED TO ACCELERATE WHILE CONSUMER WAS IN TRAFFIC AT A CONSTANT SPEED OR 25-30 MPH. CONTACTED DEALER, AND THE DEALER COULD NOT DUPLICATE THE PROBLEM, THIS PROBLEM OCCURS AT LEAST ONE A WEEK. *AK *YD
Additional Summary:

Toyota ID No:
NHTSA ODI No: 735373
Date of Incident: 20011111
Vehicle: 2001 LEXUS ES300
Location of Incident: POTOMAC FALLS, VA
NHTSA Summary:
ON NOVEMBER 11TH, 2001 I EXPERIENCED A TERRIFYING AND POTENTIALLY LIFE-THREATENING INCIDENT WITH MY CAR. ON THAT EVENING, I WAS APPROACHING A STOP SIGN AT A BUSY INTERSECTION, AND WHEN I PRESSED ON THE BRAKE THE CAR WOULDN T STOP AND INSTEAD A SUDDEN ACCELERATION FORCED ME INTO THE MIDDLE OF THE INTERSECTION. I WAS ABLE TO STOP THE VEHICLE BY USING THE EMERGENCY BRAKE. SINCE THIS HAS NEVER HAPPENED BEFORE, I THOUGHT IT WAS AN ISOLATED INCIDENT, SO I CONTINUED TO DRIVE THE VEHICLE. IT SEEMED TO BE OPERATING PROPERLY FOR THE NEXT WEEK OR SO, WHEN IT OCCURRED AGAIN. ON THE EVENING OF NOVEMBER 21ST, 2001 I WAS DROPPING A FRIEND OFF AT HOME WHEN I PROCEEDED INTO A PARKING SPACE. AS I PULLED FORWARD, OUT OF NOWHERE, A SUDDEN ACCELERATION OCCURRED AND FORCED THE CAR OVER THE CURB AND UP A HILL. THE PASSENGER IN MY CAR PULLED ON THE EMERGENCY BRAKE AND WAS ABLE TO STOP THE CAR. ANOTHER WITNESS SAW THE REAR TIRES SPINNING AS THE CAR TOOK OFF OVER THE CURB AND UP THE HILL. OBVIOUSLY THERE ARE SOME SERIOUS PROBLEMS WITH THIS CAR.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 899453
Date of Incident: 20011126
Vehicle: 2001 TOYOTA RAV4
Location of Incident: NEW ALBANY, OH
NHTSA Summary:
VEHICLE DOES NOT RETURN THROTTLE TO IDLE POSITION WHEN TAKING FOOT OFF GAS PEDAL. VEHICLE DOES NOT DECELERATE. WHEN PUT VEHICLE IN NEUTRAL OR PRESSED CLUTCH RPMS WOULD GO UP. CONTACTED DEALER, AND THEY STATED THIS WAS NORMAL.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8002511
Date of Incident: 20011129
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: PATCHOQUE, NY

NHTSA Summary:
WHILE DRIVING, AND UPON COMING TO A COMPLETE STOP VEHICLE CONTINUED TO MOVE, PUT IN PARK AND PUT EMERGENCY BRAKE ON BEFORE THE VEHICLE CAME TO A COMPLETE STOP. TOOK VEHICLE TO DEALER, DEALER FOUND EVERY THING NORMAL. *AK CONSUMER STATED THAT ON SEVERAL OCCASIONS VEHICLE SURGES FORWARD AND ACCELERATES AFTER A COMPLETE STOP. *YD
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160873
Date of Incident: 20011130
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LANGHORNE, PA
NHTSA Summary:
DT*: THE CONTACT STATED WHILE TRAVELING 10 TO 15 MPH THE VEHICLE ACCELERATED TO 30 MPH. THE ISSUE WAS INTERMITTENT. THE SERVICE DEALER WAS NOT UNABLE TO DETERMINE THE PROBLEM WITH THE VEHICLE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074804
Date of Incident: 20011201
Vehicle: 2002 LEXUS ES300
Location of Incident: BEAVAERTON, OR
NHTSA Summary:
POWER TRAIN: AUTOMATIC TRANSMISSION. VEHICLE SPEED CONTROL: ACCELERATOR PEDAL. AR HESITATES ON ACCELERATION, LUNGES AT TIMES, SEARCHES FOR PROPER GEAR AND SHIFTS HARD. THE HEISTATION CAN BE QUITE DRAMATIC; ENOUGH TO LOSE CONFIDENCE IN CRITICAL SITUATIONS. THE CAR HAS BEEN "RE-PROGRAMMED" BY LEXUS, BUT PROBLEMS CONTINUE. LEXUS DENIES THERE IS A PROBLEM AND SAYS THE CAR FUNCTIONS AS DESIGNED. PROBLEMS SURFACED SHORTLY AFTER PURCHASE AND CONTINUE.*AK
Additional Summary:

Toyota ID No: 200312300187
NHTSA ODI No:
Date of Incident: 20011211
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: ROCKVILLE, MD
NHTSA Summary:
*** PHONE LOG 12/30/2003 08:16:54 AM KJOHNSON CUST IS CONCERNED THAT MY 2002 ES 300 SURGES. TO CUST IT FEELS AS GAS PEDAL IS PRESSED DOWN & WILL NOT STOP. THIAS HAPPEN INTERMITENT, & LEXUS DLR HAS NOT BEEN ABLE TO DUP CONCERNS. *** CASE CLOSE 12/30/2003 08:17:39 AM KJOHNSON APOL FOR CONCERNS. & DLR HAS INSPECTED VEH & NOTHING FOUND. INTERMITENT CONCERNS CAN NOT BE RPR UNLESS DUP. DOCU CUST CONCERNS. CUST WILL HAVE DLR INSPECT VEH AT 20K SVC. CUST SATIS & REQUIRED NO FURTHER ASSISTANCE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8002119

Date of Incident: 20011230
Vehicle: 2001 TOYOTA TUNDRA
Location of Incident: HANFORD, CA
NHTSA Summary:
WHEN DRIVING IN WET WEATHER CONDITIONS AT 40 MPH, CONSUMER WAS ATTEMPTING TO AVOID A FLOODED AREA. WHEN THE CONSUMER SUDDENLY LOST CONTROL OF VEHICLE. UPON IMPACT OF HITTING AN END POST, THE DRIVER AND PASSENGER SIDE AIR BAGS FAILED TO DEPLOY, DRIVER SUSTAINED HEAD AND CHEST INJURIES.*AK CONSUMER STATED WHEN TRYING TO GET OVER TO AVOID THE FLOOD, THE VEHICLE RAPIDLY ACCELERATED ON ITS OWN, CONSUMER BELIEVES THE CAUSE OF FAILURE MAY HAVE BEEN THE 2 TIRES ON THE PASSENGER SIDE MAY HAVE COME OFF THE RIMS, CAUSING LOSS OF CONTROL OF VEHICLE. *JG TIRE INFORMATION (B.F. GOODRICH P265/70R16)
Additional Summary:

Toyota ID No: 200207250088, 200208010433
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: SUNNY ISLES, FL
NHTSA Summary:
*** PHONE LOG 07/25/2002 07:22:01 AM SKELLEY
02 CAMRY. CUST NEPHEW STEVEN GREENSPAN CALLING, STS PURCHASED VEH 6/11/02, STS SINCE PURCHASE CONCERNS APPROX 5X WITH VEH ACCELERATING WHEN PRESSING BRAKE PEDAL. STS HAD VEH TOWED TO DLR 4 WEEKS AGO B/C OF ACCELERATION WHEN BRAKING. STS DLR ADV HAS NOT YET DUPLICATED CONCERNS. CUST STS VEH IS STILL AT DLR AND STS DLR HAS NOT PROVIDED LOANER, SKS PERM FIX TO BRAKING CONCERNS. STS HAS NOT SPOKEN WITH CRM
*** CASE CLOSE 07/26/02 22:42:13 RULEMGR
MANAGER CRAIG BUNCE HAS BEEN TRYING TO CALL CUSTOMER TO TALK TO THEM BUT THE PHONE KEEPS DISCONNECTING HIM WITH NO MESSAGE, SO WE SENT HIM A REGISTERED LETTER TO CALL US
*** NOTES 08/01/2002 10:13:03 AM SDORN
NEPHEW CALLED BACK TO ADV THAT DLR INFORMED HIM VEH HAS BEEN DAMAGED BECAUSE RODENTS GOT INSIDE AND ATE UP ELECTRICAL WIRING. CUST STS THERE WAS BROKEN WATERMELON IN THE BACK OF TRUNK WHEN HE LEFT VEH AT DLR AND HE ADV DLR OF THIS BUT DLR DID NOT CLEAN OUT AND NOW IN ADDITION TO OTHER CONCERNS MATS IN TRUNK NEED TO BE CLEANED. CUST NEPHEW ALSO STS THAT THERE ARE SEVERAL SCRATCHED ON THE VEH THAT WERE NOT THERE WHEN HE HAD IT FLATBED TOWED TO DLR. CUST SKS ARBITRATION..
*** PHONE LOG 08/01/2002 10:23:11 AM SDORN
ARBITRATION
PREV CASE 200207250088
CUST NEPHEW STS THAT WHEN CUST HIT BRAKES VEH SPED UP AND WENT OUT OF CONTROL. CUST STS WANTED TO RETURN VEH TO DLR WHO REFUSED BECAUSE THEY COULD NOT DUPLICATE CONDITION. CUST TOWED VEH TO DLR AND HAS NOW BEEN ADV THAT VEH HAS DAMAGE TO WIRING HARNESS DUE TO RODENT INFESTATION AND CUST IS RESPONSIBLE FOR VEH. CUST STS VEH HAS SCRATCHES ON BODY AND FOOD STAINS IN TRUNK. CUST STS HAS ARB PPWK AVAILABLE AND WILL SEND TODAY.
*** NOTES 08/02/2002 11:47:40 AM WSAMUELS
AS REQUESTED, ARBITRATION PAPERWORK MAILED TO CUSTOMER VIA FIRST CLASS MAIL DATED 8/02/02
*** NOTES 08/05/02 08:34:25 AM SET8

LEFT MESSAGE FOR CUST TO C/B. SPOKE TO CRAIG SRV MNGR AT DLR H ADV DLR COULD NOT DUPLICATE CONCERN NOTHING AROUND TO OBSTRUCT ACCEL PEDAL OR CAUSE VEH TO ACCELERATE ON ITS OWN

*** CASE CLOSE 08/06/02 06:19:05 AM SET8
ADV CUST DLR NOT ABLE TO DUPLICATE ANY ABNORMAL CONDITIONS. ALSO ADV CUST DLR INSP ALL ACCEL COMPONENTS & ALL OPERATING WITHIN FCTRY SPECS. NOTHING TO REPAIR
*** NOTES 09/15/2002 10:25:07 AM JFEWEL
8/16 LETTER FROM CUSTOMER ATTORNEY FRANK L. HOLLANDER (305-373-9999) ON BEHALF OF CUSTOMER CONCERN, SEEKS REPAIR UNDER WARRANTY. AS LETTER ADDRESSES SAME CONCERN AND IS DATED AFTER TMS PROVIDED ITS FINAL POSITION TO THE CUSTOMER, CAC LEFT A MESSAGE ON ATTORNEY'S VOICEMAIL ACKNOWLEDGING RECEIPT OF THE LETTER.
NEXT REP: IF CUSTOMER OR ATTORNEY CALLS REGARDING SAME CONCERN, PLEASE CONCUR WITH REGION PER INSPECTION VEHICLE NORMAL AND OPERATING ACCORDING TO DESIGN
*** NOTES 10/29/02 08:51:44 AM SET8
SRV MNGR CALLED TODAY ADV CUST DID NOT PICK UP VEH. DLR ADV THEY DID FIND RHODENTS NET IN ENG AREA AT TIME WHEN VEH INITIALLY BRAUGHT IN TO DLR
Additional Summary:

Toyota ID No: 200208260161
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: TAMARAC, FL
NHTSA Summary:
*** PHONE LOG 08/26/2002 07:42:16 AM MHILL
PA
CUST STS WHEN STOPS IN '02 CAMRY XLE, RPM'S DROP DRAMATICIALLY & VEH VIBRATES, AS IF GOING TO STALL. CUST STS ALSO EXPER SURGE WHEN VEH IS STOPPED AT A LIGHT, FLS IF FOOT NOT ON BRAKE, VEH WOULD LURCH FORWARD. CUST STS DLR ADV THAT DROVE OTHER VEHS ON LOT W/ SAME CNCRN, VEH OPERATING AS DESIGNED. CUST STS DISAGREES B/C HAS OWNED OTHER TOYS, SKS VEH INSPECTED BY FACT REP, PERMANENT FIX TO ENG CNCRNS. CUST STS HAS SPKN W/ CRM.
*** NOTES 08/30/02 12:08:46 PM SET8
*** NOTES 08/30/02 12:09:08 PM SET8
LEFT MESAGE FOR CUST TO C/B

*** CASE CLOSE 09/09/02 09:03:29 AM SET8
SPOKE TO CUST SHE ADV DLR ADV CONDITION NORMAL FOR VEHICEL. ASKED CUST IF DLR TOK HER FOR RIDE IN SIMILAR VEHICLE SHE ADV NO. ADV CUST WILL NOTIFY CRM LISA IF CONDIION IS NORM SHE SHOULD DEMONSTRATE TO CUST IN SIMSILAR VEHICLE. CUST AGREED TO THIS.

Additional Summary:

Toyota ID No: 200208020192; 200208200729
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MARY ESTHER, FL

NHTSA Summary:
*** PHONE LOG 08/02/2002 08 11 04 AM EDELACRUZ
STS HAS CNCRN W/ VEH STS VEH HAS BEEN IN TO DLR 5X FOR SAME CNCRN STS HAS INTERMITTENT CNCRN WHEN COMES TO STOP ENGINE IDLES DOWN LIKE IS GOING TO STALL STS IF DOESNT HAVE FOOT ON BRAKE VEH TRIES TO SURGE FORWARD. STS RPM'S PICKS UP & IF DOESN'T HAVE BRAKE APPLIED WILL SURGE FORWARD WHEN RPM'S INCREASE STS HAS CNCRN W/ BRAKES. STS SPK W/ CLIFTON TO ADV OF CNCRN WHO SEEMED UNINTERESTED W/ CNCRN SPK W/ DARWIN TODAY WHO ADV REG REP WOULD BE OUT NEXT WEEK TO INSP VEH.
*** CASE CLOSE 08/07/02 22 41:12 RULEMGR
PAUL COOPER SVR MANGER ROAD TESTED VEH FOR SERVERAL MILES AND ON THAT DAY THEREWAS NO CONCERN PRESENT. STEVE TOMLIN DSM WILL ROAD TEST ON 8-8-02
*** NOTES 08/20/2002 10 55 40 AM SFERNANDEZ
CUST STS VEH WAS TEST DRIVEN BY REGION REP. CUST STS FACTORY REP WAS AWARE OF CONCERN & ADV CONCERN DUE TO OPEN CIRCUIT & THROTTLE SENSOR DAMAGED. CUST STS THROTTLE SENSOR WAS REPLACED BY DLR, BUT CUST STILL HAVING CONCERNS. CUST STS HAS NOT RETURNED TO DLR SINCE REPAIRED ON 8/16. NCR APOLG NCR ADV CUST WILL OPEN FILE TO REGION (PA CASE 200208200729).
*** PHONE LOG 08/20/2002 10.55.17 AM SFERNANDEZ
PA - (PREV FILE 200208020192). STS HAS CNCRN W/ VEH STS VEH HAS BEEN IN TO DLR 5X FOR SAME CNCRN.STS HAS INTERMITTENT CNCRN WHEN COMES TO STOP ENGINE IDLES DOWN LIKE IS GOING TO STALL STS IF DOESNT HAVE FOOT ON BRAKE VEH TRIES TO SURGE FORWARD. STS RPM'S PICKS UP & IF DOESN'T HAVE BRAKE APPLIED WILL SURGE FORWARD WHEN RPM'S INCREASE STS HAS CNCRN W/ BRAKES. CUST STS FACTORY REP INSPVEH & RECOMMENDED REPLACEMENT OF THROTTLE SENSOR SINCE FOUND DAMAGED, BUT STILL HAS COND
*** NOTES 08/22/02 12 19 15 PM SET10
ATTEMPTED CONTACTING CUSTOMER. MESSAGE ON MACHINE ADVISED THAT THE PARTY I'M CALLING IS NOT ANSWERING AND REQUESTED I CALL BACK LATER. DOES NOT PERMIT A MESSAGE TO BE LEFT
*** NOTES 08/26/02 07 38 56 AM PTIMBERLAKE
CUST STS REGION HASN'T CALLED. NCR ADV REGION ATTEMPTED TO CALL BUT NOT ABLE TO LEAVE MESS ON ANSWERING MACHINE. NCR SPOKE TO BARBARA DILANCIANO-REGION AND ADV HER CUST HAS CALL PRIVACY LINE AND THAT BARBARA WILL NEED TO ENTER CODE#1120 WHEN CALLING CUST
*** NOTES 08/26/02 07 49 18 AM SET10
S/W CUST WHO ADV HAS MET WITH DIST MGR, TEST DROVE WITH OTHER VEH, AND CONDITION HAS RETURNED AFTER RECOMMENDED REPAIRS. ONLY THING ELIMINATED WAS VEH SURGING FORWARD AT STOP. ADV WOULD CONTACT DST MGR WITH INFO
*** NOTES 09/06/02 11 32 52 AM SET10
S/W DIST MGR WHO ADV IS FAMILIAR WITH VEH AND WANT THE DLR TO FIX THE CONDITION. L/M WITH CUST ADV WILL HAVE DLR CONTACT CUST TO SET UP APPT

*** CASE CLOSE 09/23/02 11 54:46 AM SET10
S/W DLR S/M AND ADVISED THIS IS NOT ONE FOR THE DIST MGR TO GET INVOLVED. THEY WERE TO CONTACT CUST, SET APPT, AND FIX THE VEHICLE. TEST DRIVE WITH CUSTOMER. WATCH THE WAY SHE WORKS THE BRAKE. HAVE HER OBSERVE HOW YOU APPLY BRAKES. IF BRAKES GO TO FLOOR, MORE THAN THEY SHOULD, REPAIR VEH. IF THIS IS STANDARD FOR HYDROLIC BRAKES, EXPL TO CUSTOMER TO HER UNDERSTANDING
*** NOTES 01/08/03 05 13 35 AM SET9
LAUREN MCGOWAN REPL SET10 B. DILANCIANO, SPK W/ DLR SVCMGR CURTIS BAXTER A
Additional Summary:

Toyota ID No: 200210211474
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: COCONUT CREEK, FL
NHTSA Summary:
*** PHONE LOG 10/21/2002 03 26 28 PM EIDA
=====PA=====
CUST STS THAT SHE HAS HAD A CONCERN W/THE VEH SURGING FORWARD. CUST STS THAT SHE HAS COME TO A STOP AND HAD THE VEH SURGE FORWARD INTO ANOTHER VEH. CUST STS THAT THIS SURGE HAS OCCURED A TOTAL OF 4X. CUST STS THE OTHER THREE TIMES SHE TURNED THE VEH INTO THE CURB. CUST STS THAT SHE HAS TAKEN THE VEH TO THE DLR 2X'S FOR THIS CONCERN. CUST STS THAT THE DLR HAS INSPECTED THE BRAKES AND ADV CUST THEY COULD NOT LOCATE A CONCERN W/THE VEH. CUST STS THAT SHE IS NOT >>
*** NOTES 10/21/2002 03 26 29 PM EIDA
>>DRIVING THE VEH ANYMORE. CUST STS SHE WILL NOT DRIVE THE VEH UNTIL IT IS REPAIRED.
*** NOTES 10/23/02 12:32:24 PM SET8
SPOKE TO CUST ADV HER IF SHE CANNOT DEMONSTRATE ONCERN FOR DLR THEY WILL NOT BE ABLE TO REPAIR. ADV CUST I WILL SPEAK TO DLR & TECH CENTER FOR POSSIBLE RESOLUTION THEN I WILL CONTACT HER IN THE NEXT COUPLE OF DAYS.

*** CASE CLOSE 10/28/02 12:27:51 PM SET8
ADV CUST DLR HAS NOT BEEN ABLE TO DUPLICATE CONCERN. ADV CUST WE WILL NEED HER TO DEMONSTARTE CONCERN B4 ANY REPAIRS CAN BE MADE.

Additional Summary:

Toyota ID No: 200212270137
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MONROE TOWNSHIP, NJ
NHTSA Summary:
*** PHONE LOG 12/27/2002 07.53 38 AM DHARDY
ARB
PREVIOUS 200211210684
CUST STS BRAKES INTERMITTENTLY REV UP AND GO FORWARD EVEN WHILE FOOT IS ON BRAKE. CUST STS WHEN APPLYING BRAKE VEH CONTINUES TO GO FORWARD AND FEELS THIS IS EXTREMELY DANGEROUS. CUST STS FEELS DLR IS NOT INTERESTED IN REPAIRING THE VEH AND HAS TRIED SEVERAL TIMES TO GET THEM TO KEEP THE VEH FOR MORE THAN 2 HOURS TO DUPLICATE THE PROB. CUST STS NOW WANTS TO GO THROUGH ARB.
*** CASE CLOSE 12/30/02 06:10.58 AM NYS
CASE DISPATCHED TO FTS T SENNECA AND CC DSPM L GREGORY.
*** NOTES 12/30/2002 01:23:19 PM ESTAPLES
ARBITRATION PAPERWORK SENT 12/30 VIA FIRST CLASS MAIL.
Additional Summary:

Toyota ID No: 200207021320
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300

Location of Incident: MISSOURI CITY, TX
NHTSA Summary:
*** PHONE LOG 07/02/2002 05.28 56 PM LESPINOZA
====FCRP====CUST STS WAS PULLING INTO THE DRIVE WAY & SLOWED TO PARK DRIVE WAY, STS VEH ACCELORATED &CUST HIT HIS HOUSE WALL. CUST SWITCHED GEARS TO REVERSE AND VEH SURGED BACK. CUST STOPPED IN THE MIDDLE OF THE DRIVEWAY PUT VEH IN DRIVE, STS GAS PEDAL FELT STUCK THEN DROVE FORWARD A 2ND X INTO CUST HOMEE. POLICE REPORT STS POSS MECHANICAL FAILURE. CUST STS TOOK VEH TO NISSIAN DLR PER INSURANCE CO FOR RPR & INSPECT. STS DLR INSPECTED & EVALUATED & DETERMINED VEH WAS OK.

*** CASE CLOSE 07/02/2002 05:32:06 PM LESPINOZA
*** NOTES 07/02/2002 05 32 48 PM LESPINOZA
REFER TO LEGAL VEH HAS BEEN RPRD
Additional Summary:

Toyota ID No: 200202210517
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GLEN COVE, NY
NHTSA Summary:
*** PHONE LOG 02/21/2002 09:53:52 AM HAMINI CUST WAS GOING AROUND 10 MPR AND PULLING INTO A PARKING SPOT BEHIND HER WORK. CUST WAS GOING SLIGHTLY DOWN HILL AND PRESSED ON HER BRAKES. SHE STS THAT THE VEH JUMPED AND SHE SLID INTO A WALL. SHE STS THAT SHE BROUGHT THE VEH TO DAN'S AUTO COLLISION AND THE ASSOCIATE THERE STS THAT THE BRAKE ARE STOPPING THE VEH BUT THE PEDAL GOES ALL THE WAY TO THE FLOOR. CUST SPOKE TO SM DAN DAILEY AT LEXUS OF MASSAPEQUA AND HE REF CUST TO LCS. *** PHONE LOG 02/21/2002 10:03:40 AM HAMINI ACTION TYPE. OUTGOING CALL CALLED SM DAN AND HE STS THAT THE AREA OFFICE HAS NOT BEEN ALERTED TO THIS CASE. HE STS THAT THE CUST WANTS OUT OF HER VEH, SO HE REF HER TO LCS TO REPORT THE CASE. I STS THAT I WOULD F/U WITH THE AREA OFFICE ANALYST FOR FURTHER ASST. *** PHONE LOG 02/21/2002 10.06.24 AM HAMINI ACTION TYPE. OUTGOING CALL CALLED SARAH MAGNANI AREA OFFICE ANALYST AND LEFT MESSAGE FOR HER TO F/U WITH ME. *** NOTES 02/21/2002 10:11.54 AM HAMINI I WANTED TO KNOW IF AREA OFFICE WAS INTERESTED IN DOING A PIR ON CUST VEH BEFORE SHE GOT THE VEH REPAIRED. *** PHONE LOG 02/21/2002 10:12.46 AM HAMINI ACTION TYPE: OUTGOING CALL CALLED CUST AND INFORMED HER THAT I HAVE F/U WITH AREA AND LEFT MESSAGE. I WILL ATTEMPT AGAIN LATER TODAY. IF I HEAR ANYTHING I WILL F/U WITH CUST AFTER. *** PHONE LOG 02/21/2002 10:24:56 AM HAMINI ACTION TYPE. INCOMING CALL RVC CALL FROM SARAH MAGNANI WHO STS THAT SHE THINKS A PIR WOULD NEED TO BE PERFORMED IF THE CUST STS THAT THE BRAKES WERE MALFUNCTIONING AT THE TIME OF AN ACCIDENT. SHE WOULD LIKE REP TO FORWARD CASE TO AREA OFFICE AND THE PIR WILL BE PERFORMED NEXT WEEK. *** PHONE LOG 02/21/2002 12.11:07 PM HAMINI ACTION TYPE: OUTGOING CALL CALLED CUST AND INFORMED HER THAT I HAVE CONTACTED THE AREA OFFICE AND THE PIR WILL BE SCHEDULE FOR NEXT WEEK. CUST STS THAT THERE WAS AN ACCIDENT REPORT TAKEN AND SHE WILL FAX ME A COPY TOMORROW. I ALSO FILL OUT THE LEGAL TAB IN THE CASE. *** NOTES 02/21/2002 12.12.39 PM
Additional Summary:

Toyota ID No: 200212110165
NHTSA ODI No:

Date of Incident: 20020000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: NEW CUMBERLAND, WV
NHTSA Summary:
*** PHONE LOG 12/11/02 08:09:16 AM EGALINDO
CUST STS HE FEELS VEH ACCELERATES & DECELERATES ON ITS OWN. CUST STS VEH TO DLR 3X & DLR UNABLE TO DIAGNOSE CNCRN. CUST STS HE WAS ADVSD VEH IS OPERATING NORMALLY. CUST DISPUTES STS FEELS VEH SHOULD PROVIDED BETTER DRIVING RESPONSE. NCR APOL ADVSD DLR OPEN CONTACT W/IN 3BD.

*** CASE CLOSE 12/20/02 10:28:41 AM DLR47013
SERVICE MANAGER DROVE VEHICLE WITH CUSTOMER NOTICED NO ABNORMAL CONCERNS. SCHEDULED A VISIT WITH DSPM(DANNY NGO) HE DROVE VEHICLE WITH CUSTOMER CUSTOMER NOTICED NO ABNORMAL CONCERNS. DID NOTICE TRANSMISSION DOWNSHIFTING. INSTRUCTED CUSTOMER THIS IS A NORMAL OPERATING CHARACTERISTIC OF THE VEHICLE. CUSTOMER CALLED AGAIN AND WANTS TO PURSUE OTHER OPTIONS. HE FEELS THE DEALERSHIP HAS DONE ALL THAT IT CAN DO. CUSTOMER STATED HE IS NOT SATISFIED WITH THE VEHICLE. I THINK SOMEONE FROM THE REGION SHOULD BE INVOLVED AT THIS POINT

Additional Summary:

Toyota ID No: 200212030135
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: YONKERS, NY
NHTSA Summary:
*** PHONE LOG 12/03/2002 07:31:53 AM BBREEDE
=====FCRP=====
SEE CASE #200212020320
CUST STS ACCELERATOR STUCK WHEN TRYING TO ENTER GARAGE. STS VEH LUNGED FORWARD & RAN INTO ANOTHER GARAGE. STS FRONT OF VEH IS DENTED BUT NOT BADLY DAMAGED. STS WAS WEARING SEAT BELT & WAS ALONE IN THE VEH. CUST ADV DLR TOLD HIM TO CALL NCR TO SETUP REGIONAL INSPECTION B/C WANTS NEW VEH FROM TOYOTA BECASUE IS AFRAID TO DRIVE THIS VEH.
*** NOTES 12/04/02 05:43:46 AM NY5
CASE DISPATCHED TO HANNA DIVER
*** NOTES 12/04/02 06:53:05 AM NY4
CASE ASSIGNED TO FTS MIKE MARSNICK

*** CASE CLOSE 01/03/03 08:05:29 AM NY4
TSS VINCE LUPPINO INSPECTED VEHICLE ON 12/13/2002. TSS FOUND VEHICLE IS FUNCTIONING NORMALLY.
Additional Summary:

Toyota ID No: 200209301220
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: VALLEY COTTAGE, NY
NHTSA Summary:

*** PHONE LOG 09/30/2002 01 52 20 PM SSKIRHA CUST WANTED TO DOCUMENT CONCERNS ABOUT PRODUCT. CUST 02 ES 300 HAS HIGH REV, HARD SHIFTING AT TIMES. CUST STATES VEH GOES INTO CRUISE CONTROL WHEN ACCELERATING. DOOR CHECK MAKES NOISE WHEN OPENING DOOR. DOOR SEAL KEEPS FALLING OFF. *** CASE CLOSE 09/30/2002 01 53:39 PM SSKIRHA CUST THANKFUL FOR DOCUMENTING CONCERNS. CUST STATES DLR HAS BEEN GREAT & GIVEN HIM A LOANER.

Additional Summary:

Toyota ID No: 200209090428
NHTSA ODI No:
Date of Incident: 20020000
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: DELRAY BEACH, FL
NHTSA Summary:

*** PHONE LOG 09/09/02 08.44 59 AM EOXFORD CUST HAS 02 ES300. WHEN VEH IS IN REVERSE, ENGINE ACCELERATES. CUST SEEKS TO KNOW IF VEH HAS ISSUES W/ ACCEL WHEN GOING IN REVERSE. ADV CUST TO TAKE TO DLR. *** CASE CLOSE 09/09/02 08:45 07 AM EOXFORD

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062931
Date of Incident: 20020103
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MEMPHIS, TN
NHTSA Summary:

WHEN DRIVING AT LOW SPEEDS, THE VEHICLE SURGED FORWARD WITHOUT WARNING. THE CONSUMER TOOK THE VEHICLE TO THE DEALER FOR INSPECTION AND THE MECHANIC CHANGED THE COMPUTER IN THE VEHICLE. *AK THE A/C DID NOT COOL PROPERLY. THE VEHICLE LUNGED FORWARD AND BACKWARDS. THE CONSUMER WAS UNABLE TO STOP THE VEHICLE. SUDDEN ACCELERATION ALSO OCCURED WHEN BRAKING. THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM, EVEN AFTER 443 MILES OF DRIVING THE VEHICLE. *SC *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10002756
Date of Incident: 20020128
Vehicle: 2001 TOYOTA SEQUOIA
Location of Incident: TRUCKEE, CA
NHTSA Summary:

WE HAVE A TOYOTA SEQUOIA. THE PROBLEMS ARE THE 4 WHEEL DRIVE IS NOT OPERATING ALL THE TIME. IT DOES NOT ENGAGE. WHEN IT DOES SOMETIMES IT DOES NOT STAY IN 4 WHEEL DRIVE. ONE EXAMPLE IS WHEN MY WIFE HAD SIX FRIENDS IN THE VEHICLE THE 4 WHEEL DRIVE DID NOT STAY ENGAGED AND THE VEHICLE SKID CONTROL MADE THE ENGINE LOOSE POWER SO SHE SLID BACKWARDS DOWN A HILL. NO ONE WOULD RIDE IN OUR 4 WHEEL DRIVE AGAIN. THE VEHICLE SKID CONTROL ACTIVATES AT RADOM ON DRY PAVEMENT. THE SKID CONTROL MAKES THE ENGINE LOOSE POWER WHILE IN TRAFFIC. THERE IS ALSO A HESITATION IN THE ENGINE WHEN ACCELERATING FROM A COMPLETE STOP. ANOTHER PROBLEM IS THE BRAKING SYSTEM IS ANOT ADEQUATE FOR THE VEHICLE. THE ENTIRE FRONT BRAKES HAD TO BE REPLACED. THE VEHICLE HAS BEEN IN FOR THE SAME REAIRS AT LEAST FIVE TIMES AND IS STILL NOT WORKING THE WAY IT SHOULD. WE HAVE ALL THE DOCUMENTATION FOR SERVICE ON OUR SEQUOIA. WE HAVE DONE INTERNET RESEARCH THROUGH THE NHTSA AND HAVE FOUND THE SAME PROBLEM WITH OTHER TOYOTA SEQUOIA'S

Additional Summary:

Toyota ID No:
NHTSA ODI No: 8004551
Date of Incident: 20020201
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: DETROIT, MI
NHTSA Summary:

CONSUMER STATED THE GAS PEDAL WILL STICK IN COLD WEATHER OR WHEN VEHICLE IS COLD, CONSUMER WOULD HAVE TO PUSH OR KICK PEDAL BEFORE MOVING *AK *YH

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060829
Date of Incident: 20020201
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CHANDLER, AZ
NHTSA Summary:

SUDDEN ACCELARATION ON FREEWAY IN TOYOTA CAMRY LE. JUST AFTER I HAD BOUGHT THE TOYOTA I NOTICED THIS HAPPENING AND DID WRITE AN E-MAIL TO THE MAIN WEB SITE OF TOYOTA JUST TO KNOW IF THEY WERE AWARE OF THE PROBLEM. THEY REFERRED ME TO THEIR DEALER TO HAVE IT CHECKED OUT. I NEVER MENTIONED IT DURING SERVICE APPOINTMENT BECAUSE AFTER THE FIRST FEW MONTHS THE PROBLEM DID NOT SEEMS TO OCCUR TOO OFTEN. IT MAINLY HAPPENS AT HIGHER SPEEDS. NEVER NOTICED IT A LOWER SPEEDS

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10001095
Date of Incident: 20020215
Vehicle: 2002 LEXUS ES300
Location of Incident: HOUSTON, TX
NHTSA Summary:

WHILE DRIVING THE VEHICLE AT ANY SPEED, THE ENGINE SUFFERED SUDDEN ACCELERATION. THE DEALER COULD NOT DUPLICATE OR CORRECT THE PROBLEM. TS WHEN ACCELERATING TO CHANGE LANE OR ENTER THE FREEWAY, THE VEHICLE ALMOST STALLED AND OR DECELERATED. SCC

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063255
Date of Incident: 20020215
Vehicle: 2001 TOYOTA HIGHLANDER
Location of Incident: BOONE, NC
NHTSA Summary:

WHILE IN A CAR WASH DRIVER RELEASED PRESSURE FROM THE BRAKE PEDAL AND THE VEHICLE SURGED FORWARD, HITTING ANOTHER VEHICLE. IT BOUNCED BACK AND SURGED FORWARD AGAIN, HITTING A WALL. ENGINE CONTINUED TO RACE UNTIL THE VEHICLE WAS SHUT OFF BY THE DRIVER. MANUFACTURER WAS SUPPOSED TO INVESTIGATE THE PROBLEM, BUT NEVER INFORMED THE CONSUMER OF THE FINDINGS. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10008712
Date of Incident: 20020215
Vehicle: 2002 TOYOTA RAV4
Location of Incident: CRYSTAL, MN
NHTSA Summary:

WHEN THE BRAKE WAS APPLIED, THE VEHICLE SURGED FOWARD DUE TO FUEL THROTTLE LEAKAGE. DEALER NOTIFIED. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 565674
Date of Incident: 20020322
Vehicle: 2001 TOYOTA TACOMA
Location of Incident: TUCSON, AZ
NHTSA Summary:

WHILE CONSUMER WAS APPROACHING A PARKING AREA HE SLOWED DOWN TO TURN AT LESS THAT 10 MILES PER HOUR. PLACED HIS FOOT ON THE BRAKE PEDAL TO ENTER A PARKING PLACE. THE ENGINE RPM INCREASED TO APPROXIMATELY 20 MILES PER HOUR. CONSUMER WAS UNABLE TO STOP THE VEHICLE, THE CONSUMER THEN COLLIDED WITH A PARKED VEHICLE. CONSUMER SUSTAINED INJURIES AND EXTENSIVE DAMAGE TO HIS VEHICLE AND THE OTHER VEHICLE DRIVER ALSO WAS INJURED. *YD

Additional Summary:

Toyota ID No: 200308041080
NHTSA ODI No:
Date of Incident: 20020328
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: KENNETH CITY, FL
NHTSA Summary:

*** PHONE LOG 08/04/2003 12 35:48 PM LEZRRE10 CUST OWNS A '02 ES 300 & HAS CONCERNS W/TRANS. STATES VEH JERKS & LUNGES WHILE @ LIGHTS. STATES DLR HASN'T BEEN ABLE TO FIX VEH & HAS TAKEN TO DLRSHIP 3X. *** NOTES 08/04/2003 12 35.48 PM LEZRRE10 TO: CSM LESLIE SZUCS FROM: LIZETTE EZRRE #310-468-2647 CUST WOULD LIKE DRIVING RESPONSE FIXED ON VEH. PLS LET ME KNOW IF ANY UPDATES AVAIL FOR CUST. PLS LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANKS. *** SUBCASE 200308041080-1 CREATED 08/04/2003 12 36.03 PM LEZRRE10 *** PHONE LOG 08/05/2003 08:59:22 AM LEZRRE10 ACTION TYPE: INCOMING CALL I SPOKE W/SM MIKE ALOIA WHO ADV ES UPDATE IS AVAIL FOR CUST & ADV CUST OF THIS PRIOR TO CUST CONTACTING LCS. STATES WILL CALL CUST AGAIN & FIND OUT IF CUST WOULD LIKE APPT FOR THIS. *** PHONE LOG 08/05/2003 10:50.54 AM LEZRRE10 ACTION TYPE: INCOMING CALL CSM LESLIE SZUCS CALLED SKS TO KNOW WHAT CAN BE DONE FOR CUST ES DRIVING RESPONSE. I ADV OF SM NOTES CSM VERY HAPPY FIX IS AVAIL & WILL CONTACT SM & MAKE SURE CUST IS CONTACTED. *** PHONE LOG 08/07/2003 11:05:24 AM LEZRRE10 ACTION TYPE: OUTGOING CALL I SPOKE W/CUST WHO STATES HAS BEEN TOLD BEFORE FIX AVAIL & IT NEVER HAPPENS. I ADV CUST TO SPEAK W/SM MIKE ALOIA WHO ADV WILLING TO WORK W/CUST & EVEN DRIVE OUT & FIX CUST VEH. SKS TO KNOW IF GURANTEED 100% FIX WIL WORK. I ADV NOT GOING TO MAKE ANY GURANTEES WOULD HAVE TO HAVE DLR INSTALLED & CUST WOULD HAVE TO RENDER THAT DECISION. STATES WILL THINK ABOUT IT & C/B IF SKS TO HAVE PART INSTALLED. *** DEALER NOTES 08/08/03 13 22:14 8/08/03 SERVICE MANAGER HAS MADE NUMEROUS ATTEMPTS TO CONTACT CUSTOMER. AM WAITING FOR HIM TO CALL US BACK. *** DEALER NOTES 08/14/03 10:18.17 VEHICLE WAS COMPLETED ON 08/11/2003 *** SUBCASE 200308041080-1 CLOSED 08/14/2003 12:11.19 PM LEZRRE10 *** CASE CLOSE 08/14/2003 12:12 06 PM LEZRRE10 CASE CLOSED AS CUST ADV ON 8/7 WOULD C/B IF REQURIED FURTHER ASSIST & CUST HASN'T C/B. ****PLS FIND OUT IF SATISFIED W/ES UPDATE. THANKS.

Additional Summary:

Toyota ID No: 200204040228
NHTSA ODI No:
Date of Incident: 20020400
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: DESTREHAN, LA
NHTSA Summary:

*** PHONE LOG 04/04/2002 08:16:55 AM AWAN CUST ADV THAT WIFE WAS PULLING INTO PARKING SPORT IN A LOCAL GARAGE. SHE PUT HER FOOT ON HER BRAKE AND AS SHE TRIED TO STOP THE VEH ACCELERATED INTO A POLE. HE ALSO ADV THAT WHEN COLD THE VEH BUCKLES WHEN SHIFTING GEARS. CUST ADV IF THE BRAKES FAIL AGAIN HE WILL SUE LEXUS WITH A LAWSUIT THAT LCS HAS NEVER SEEN BEFORE. HE ADV THAT DLR HAS SEEN THE VEH AND ADV THAT THERE IS NOTHING WRONG WITH THE VEH. *** CASE CLOSE 04/04/2002 08:16:57 AM AWAN

Additional Summary:

Toyota ID No:
NHTSA ODI No: 760712
Date of Incident: 20020412
Vehicle: 2000 LEXUS GS300
Location of Incident: CORAL SPRINGS, FL
NHTSA Summary:

UNDER HEAVY ACCELERATION TO MERGE INTO TRAFFIC THE ACCELERATOR STUCK IN THE WIDE OPEN POSITION ONCE PRESSURE HAD BEEN REMOVED FROM THE PEDAL. UPON EXAMINATION, THERE WERE NO PHYSICAL OBSTRUCTIONS (IE, FLOOR-MAT, LOOSE OBJECTS) WHICH WOULD CAUSE THE PEDAL TO JAM IN THIS POSITION. HIGH REVVING AND UNCOMMANDED ACCELERATION PERSISTED FOR SEVERAL SECONDS UNTIL THE BRAKE PEDAL WAS DEPRESSED HEAVILY TO AVOID COLLIDING WITH THE VEHICLE IN FRONT *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 8018760
Date of Incident: 20020424
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: DEDHAM, MA
NHTSA Summary:

WHILE DRIVING, CONSUMER APPLIED BRAKES AND VEHICLE SUDDENLY ACCELERATED, CAUSING A FRONT COLISION. DELAER HAS BEEN NOTIFIED.*AK CONSUMER STATED TOYOTA TESTED VEHICLE. AND NO PROBLEM COULD BE FOUND.*JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 8008720
Date of Incident: 20020424
Vehicle: 2000 LEXUS GS300
Location of Incident: LOS ANGELES, CA
NHTSA Summary:
VEHICLE ACCELERATED WITHOUT PRESSING THE GAS PEDAL. TOOK VEHICLE TO DEALER WHO STATED THAT STABILIZER BAR WAS DEFECTIVE. *AK CONSUMER STATED THAT HE HIT FIVE CARS OVER A DISTANCE OF ABOUT 1/2 MILE BEFORE COMING TO A STOP. SURGING CAUSED BY ELECTROMAGNETIC WAVE, BRAKE AND AIRBAG PROBLEMS, ARISING FROM THE WAVE AND THE VEHICLE'S COMPUTER. *TT
Additional Summary:

Toyota ID No: 200403230328
NHTSA ODI No:
Date of Incident: 20020430
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: CLEVELAND, OH
NHTSA Summary:
*** PHONE LOG 03/23/2004 08:43:33 AM TYAMADA
02 CAMRY, 23K MI, CUST STS IS EXPERIENCING A SUDDEN ACCELERATION WHEN SHE TRIES TO APPLY THE BRAKE. CUST STS DLR TEST DROVE BUT COULD NOT REPLICATE. CUTS STS SPOKE TO EMMA, SVC ADVISOR, BUT NOT CRM OR SVC MGR. CUST FLS THIS IS A SAFETY CONCERN.

*** CASE CLOSE 03/24/04 12:30:35 PM DLR34036
CRM REVIEW CUST CONCERN. UPON REVIEW FOUND THAT CUST VEH TO DLR 3/15/04 FOR INSP; DLR DID NOT REPRO CUST COMPLAINT, CUST DID NOT LEAVE VEH , WAITED WHILE TECH DROVE; CRM CONT CUST AND XPLN THAT DLR CANNOTT DIAGN IF UNABLE TO REPRO SYMPTOM; CRM RECOMM THAT CUST BRING BACK ON A DAY WHEN SHE CAN LEAVE IT FOR WHOLE DAY & DLR WILL TRY TO REPRO. EXPLN COULD NOT GUARAN BEING ABLE TO REPRO. (CUST STATES HAS ONLY HAPP TWICE-BOTH IN LAST TWO MONTHS). CUST TO CALL & SCHED APPT AT HER EARLIEST CONVENIENCE. CUST HAPPY

Additional Summary:

Toyota ID No:
NHTSA ODI No: 8013553; 786047
Date of Incident: 20020531
Vehicle: 2002 TOYOTA ECHO
Location of Incident: DREXEL, MO
NHTSA Summary:
WHILE DRIVING VEHICLE WILL ACCELERATE TO 60MPH WITHOUT HITTING THE GAS PEDAL. HAVE TO PUT VEHICLE IN NEUTRAL TO STOP IT. CONTACTED DEALER, CANNOT LOCATE CAUSE. *AK THE SUDDEN ACCELERATION INCIDENCE OCCURRED THREE TIMES. THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM IN TEST DRIVING, BUT REMOVED THE CRUISE CONTROL. THE PROBLEM WAS NOT CORRECTED BY REMOVING THE CRUISE CONTROL. *YH CONSUMER STATE THAT WHILE IN HEAVY TRAFFIC THE CAR SUDDENLY ACCELERATED. THE BRAKES WOULD NOT STOP THE CAR, AND ALSO TO AVERTED A COLLISION THE CONSUMER THEN TURN INTO A PARKING LOT WHEN IN PARKING LOT CONSUMER STATE THAT HE HAD TO PUT CAR IN NEUTRAL FROM HITTING BRICK WALL APPROX 15 FEET AWAY CAR WAS ONLY 3 WEEKS OLD. THIS HAPPEN WITH

CRUISE CONTROL CONTROL ON BUT NOT ENGAGED. ON ANOTHER OCCASION THE CRUSE CONTROL WAS OFF WHEN TE VEHICLE SUDDENLY ACCELERATED. *MJ. WHILE DRIVING VEHICLE WILL ACCELERATE TO 60MPH WITHOUT HITTING THE GAS PEDAL. HAVE TO PUT VEHICLE IN NEUTRAL TO STOP IT. CONTACTED DEALER. CANNOT LOCATE CAUSE.
Additional Summary:

Toyota ID No: 200207180949
NHTSA ODI No:
Date of Incident: 20020700
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: WYNCOTE, PA
NHTSA Summary:
*** PHONE LOG 07/18/2002 02:30:08 PM AAVILA CUST STS SHE WAS LEAVING THE CAR WASH AND HER VEH SURGED WHILE IN NEUTRAL. CUST STS IT WENT ACROSS THE STREET AND SHE ENDED UP HITTING A POLE AND DAMAGED HER VEH. CUST STS SHE IS AFRAID TO DRIVE VEH AND REQUESTING A PIR. CUST STS VEH IS CURR AT THOMPSON BODY SHOP, AT THOMPSON LEXUS. *** NOTES 07/18/2002 02:31:26 PM AAVILA TO CARL BAYER SVC MGR FROM ANDREA AVILA 310-468-5697 PLEASE CONTACT DOM TO DISCUSS CASE, PLEASE CALL ME TO PROV STATUS. AND PLEASE CONTACT CUST WITHIN 48 HOURS OF RECEIPT OF THIS CASE. THANK YOU. *** SUBCASE 200207180949-1 CREATED 07/18/2002 02:34:15 PM AAVILA AWAIT C/B FROM DLR *** EMAIL OUT 07/22/2002 06:11:06 AM CHALL ACTION TYPE: EXTERNAL EMAIL SEND TO [ANDREA_AVILA@TOYOTA.COM] CUST CLLD FOR REP, SHE WAS NOT AVAIL SO I OFFERED TO ASSIST. CUST WANTED TO KNOW IF REP KNEW WHEN THE DOM WAS GOING TO BE AVAIL. I ADV CUST THAT REP IS RESEARCHING CASE W/THE DLR. CUST STS SHE WOULD LIKE A C/B TODAY. I APOL AND ADV CUST THAT I WOULD RELAY THE MSSG BUT COULD NOT MAKE ANY COMMITS. *** EMAIL OUT 07/22/2002 10:50:56 AM CHALL ACTION TYPE: EXTERNAL EMAIL SEND TO [ANDREA_AVILA@TOYOTA.COM] CUST CLLD FOR AAVILLA. SHE WAS NOT AVAIL SO I OFFERED TO ASSIST. CUST WANTS TO KNOW WHEN THE DOM IS GOING TO INSPECT THE VEH. I APOL AND ADV CUST THAT THEIR ARE NO NOTES IN THE CASE ADV A SPECIFIC DATE. CUST STS SHE WOULD LIKE A C/B. I ADV CUST THAT I WOULD RELAY THE MSSG BUT COULD NOT MAKE ANY COMMITS. *** EMAIL OUT 07/23/2002 02:09:56 PM CHALL ACTION TYPE: EXTERNAL EMAIL SEND TO: [ANDREA_AVILA@TOYOTA.COM] CUST CLLD FOR REP. SHE WAS NOT AVAIL SO I OFFERED TO ASSIST. CUST STS THAT SHE LEFT MSSGS FOR REP YESTERDAY AND IS WAITING FOR F/U. CUST STS THAT IF SHE DOES NOT HEAR FROM REP TODAY SHE WILL NEED TO SPEAK W/A SUP TOMMORROW. I ADV CUST THAT I WOULD RELAY THE MSSG BUT COULD NOT MAKE ANY COMMITS. *** NOTES 07/23/2002 02:19:47 PM AAVILA *** NOTES 07/24/02 06:10:04 AM JWATERMAN330 HAVE ADV DOM, BRIAN LAUTERBAC
Additional Summary:

Toyota ID No: 200207080433
NHTSA ODI No:
Date of Incident: 20020702
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GREAT NECK, NY
NHTSA Summary:
*** PHONE LOG 07/08/02 09:17:13 AM JCHOI
CUST STS 7/2 PARKED BEHIND A LONG STRING OF CARS WAITING FOR TRAFFIC LIGHT TO CHANGE, FLAT SURFACE CUST STS ENGINE SURGED AND PUT FOOT ON BRAKE AND VEH STILL WENT INTO CAR IN FRONT. CUST STS ENGINE REVED TO OVER 6K RPM. CUST STS WAS ABLE TO POP VEH INTO NEUTRAL SO IMPACT LESSENED. CUST STS WENT TO NHTSA

WEBSITE THAT HAS SEVERAL SIMILAR COMPLAINTS OF ENGINE SURGING. CUST STS ALSO HAS "MUSHY" BRAKES CUST STS LONG TIME TOY OWNER
*** NOTES 07/10/02 12:50:27 PM NY5
DPSM JOE PISTILLI CLD AND ADV CASE SHOULD BE SENT TO REGION AS PIR CASE. NY5 GRABBED CASE AND SENT TO NY REGION
*** NOTES 07/11/02 04:42:10 AM NY5
CASE DISPATCHED TO HANNA DIVER
*** NOTES 07/11/02 06:16:20 AM NY4
CASE DISPATCHED TO FTS J NEIL.
*** NOTES 07/15/02 10:31:58 AM PTIMBERLAKE
CUST WANTS TO KNOW STATUS GETTING BRAKES AND ENGINE SURGE FIXED. NCR LEFT V/M FOR JEREMY NEIL - NY REGION TO CALL ME. ADV CUST I WILL CALL HIM BACK ONCE I SPEAK TO JEREMY NEIL.
*** NOTES 07/15/02 10:34:25 AM PTIMBERLAKE
CUST STS ENGINE SURGE IS A COMMON CONDITION THAT HAS BEEN RECOGINIZED ON NHTSA WEBSITE WITH THE CAMRY.
*** NOTES 08/28/02 06:14:29 AM NY4
LEFT MSG FOR FTS J NEIL TCO WITH STATUS OF CASE.
*** NOTES 10/01/02 02:17:50 PM NY4
LEFT VC ML MSG FOR FTS J NEIL TO ADVISE STATUS OF CASE

*** CASE CLOSE 10/04/02 05:58:26 AM NY4
DSPM INSPECTED AND TEST DROVE VEHICLE WITH CS. VEHICLE OPERATING TO SPEC. CS UNDERSTANDS EXPLANATION AND STATES WOULD CONTACT IF ANYTHING FURHTERS ARISES.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 764196
Date of Incident: 20020705
Vehicle: 2001 TOYOTA RAV4
Location of Incident: SYRACUSE, NY
NHTSA Summary:
OUR RAV4 2001 ACCELERATED ON ITS OWN AFTER WE CAME TO A STOP AND RESULTED IN US CRASHING HEAD ON INTO A BRICK BUILDING WITHOUT THE AIRBAGS OPENING CAUSING TREMENDEOUS AMOUNT OF DAMAGE TO THE BUILDING BOTH AUTOS ON EACH SIDE AND OF COURSE OUR CAR. TWO DAYS BEFORE, IT ACCELERATED AGAIN AFTER WE CAME TO A COMPLETE STOP WAITING IN LINE FOR GAS JUST MISSING US CRASHING INTO A TRUCK.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8015215
Date of Incident: 20020707
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: NORTH MIAMI BEACH, FL
NHTSA Summary:
VEHICLE WOULD INTERMITTENTLY ACCELERATE WHEN APPLYING BRAKES. DEALER WAS NOTIFIED, AND UNABLE TO DUPLICATE THE PROBLEM. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK
Additional Summary:

Toyota ID No: 200208130785
NHTSA ODI No:
Date of Incident: 20020800
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
*** PHONE LOG 08/13/2002 02:46:33 PM SDORN
===FRCP===
CUST STS WAS AT A STOP LIGHT AND VEH LURCHED FORWARD. CUST STS WHEN HE WENT TO BACK UP INTO A PARKING SPACE VEH LURCHED AGAIN AND HE HIT A PARKED CAR. CUST STS TOOK VEH TO DLR WHO COULD NOT DUPLICATE CONDITION. CUST STS BOTH HE AND HIS WIFE WERE IN VEH WEARING THEIR SEATBELTS AND THERE ARE NO INJURIES TO THEM AND THE PARKED CAR WAS EMPTY. LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 08/14/02 09:32:46 AM CAT1
CONTACTED CUS FOR VERIFICATION OF LOCATION OF VEH. VEH AT CHAMPION TOYOTA IN PHILADELPHIA. ADV'D CUS OF 30 DAYS TO DO INSPECTION AND ADDITIONAL 30 DAYS TO COMPLETE REPORT. CUS VERY UNHAPPY ABOUT THIS. DOES NOT WANT TO WAIT TO GET VEH FIXED
*** NOTES 08/14/02 12:19:14 PM CAT1
DSPM NOTIFIED THAT HER NEXT VISIT TO CHAMPION TOYOTAS WOULD NOT BE UNTIL LATER IN SEPTEMBER

*** CASE CLOSE 08/23/02 08:30:50 AM CAT1
CLLD CUS TO GIVE DATE OF INSPECTION. CUS ADVISED THEY FOUND OUT THAT IT WS NOTHING WRONG WITH THE VEHICLE AND THEY WERE HAVING IT REPAIRED. PER CUSTOMER -- CANCEL INSPECTION.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 769804
Date of Incident: 20020802
Vehicle: 2001 TOYOTA TACOMA
Location of Incident: TUCSON, AZ
NHTSA Summary:
I WAS BACKING OUT OF A STORE IN SAN CARLOS MEXICO. I STARTED THE TRUCK, APPLIED THE BRAKE AND PUT THE TRUCK INTO REVERSE. THE TRUCK ACCELATED BACKWARD OUT OF CONTROL AND STRUCK A CEMENT POST IN THE PARKING LOT AND CAME TO A STOP. THE ENGINE CONTINUED TO INCREASE IN RPMS. I TRIED TO PUT THE TRUCK INTO PARK. THE GEAR SHIFT MOVED AND THE TRUCK BEGAN TO ACCELERATE FORWARD. THE BRAKE WAS UNRESPONSIVE AND THE ENGINE CONTINUED TO INCREASE IN RPMS. THE TRUCK ACCELERATED FORWARD OUT OF CONTROL JUMPING A PARKING CURB AND CRASHED INTO THE FRONT OF THE STORE. THE AIRBAGS DEPLOYED. THE FRONT PASSENGER SUSTAINED A FRACTURED FOOT. ONE OF THE REAR PASSENGERS SUFFERED A CONTUSION TO HER FOREHEAD. THERE WAS SIGNIFICANT DAMAGE DONE TO THE FRONT END OF THE TRUCK AND DAMAGE DONE TO THE STORE FRONT. I HAVE NOT BEEN ABLE TO ASSESS THE DAMAGE TO THE TRUCK OR INVESTIGATE THE CAUSE OF THE ACCIDENT BECAUSE THE TRUCK IS STILL BEING HELD IN MEXICO BY THE AUTHORITIES. DT
Additional Summary:

Toyota ID No:

NHTSA ODI No: 8020242
Date of Incident: 20020810
Vehicle: 2002 TOYOTA HIGHLANDER
Location of Incident: LA HABRA, CA
NHTSA Summary:
CONSUMER STATES THAT WHILE DRIVING THE THROTTLE WILL STICK. DEALER NOTIFIED. *MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10037139
Date of Incident: 20020811
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BAGDAD, KY
NHTSA Summary:
UNRELIABLE THROTTLE RESPONSE FROM STOPPED OR SLIGHTLY ROLLING.. SOMETIMES RESPONDS SMARTLY, MOST OF THE TIME HESITATES AND/OR RESPONDS THEN HESITATES. SOMETIMES LETTING YOU LINGER FOR A SECOND OR TWO PARTIALLY ACROSS TWO LANES(INFREQUENT) BUT YOU NEVER KNOW WHEN THIS THING IS GOING TO DO IT TO YOU!. EVENTS ARE CONTINUOUS. DEALER SAYS NOTHING WRONG. OF COURSE THEY ALSO SAID MY DRIVER POWER SEAT DOES NOT MOVE OR SLIP. FOUND THE SB ON THAT, WILL PROVIDE THEM A COPY NEXT TIME IN FOR SSERVICE.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10079319
Date of Incident: 20020814
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MONROE TOWNSHIP, NJ
NHTSA Summary:
WHILE DRIVING VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. HOWEVER, MECHANIC WAS NOT ABLE TO DUPLICATE OR RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10022535
Date of Incident: 20020814
Vehicle: 2002 LEXUS ES300
Location of Incident: MAMARONECK, NY
NHTSA Summary:
2002 LEXUS MALFUNCTIONING BRAKE SYSTEM. *MR THE ENGINE SURGED WHILE BRAKING. IT WAS INDICATED THAT THIS MAY BE DUE TO AN INCREASE IN IDLING SPEED WHEN THE A/C WAS OPERATING. ON ONE OCCASION THE VEHICLE CONTINUED TO MOVE ALTHOUGH THE CONSUMER APPLIED EXTREME PRESSURE ON THE BRAKE PEDAL. *SCC *NLM
Additional Summary:

Toyota ID No: 200209191061
NHTSA ODI No:

Date of Incident: 20020814
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: MAMARONECK, NY
NHTSA Summary:
*** PHONE LOG 09/19/02 02:35:50 PM EOXFORD CUST HAS 02 ES300. INCIDENT TOOK PLACE 8/14. CUST ATTEMPTED TO BRAKE BUT VEH WOULD NOT STOP. CUST HIT BUMPER OF LARGE TRUCK. MR. FAGELFELD WAS DRIVING AT 5 MPH. THEN MRS. EAGELD WAS DRIVING ON 9/9 INTO GARAGE AND BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR. CUST IS CONCERNED ABOUT THE SAFETY. VEH IS CURRENTLY AT GREENWICH LEX DLR FOR REPAIR. ADV CUST I WILL CONTACT AND C/B *** NOTES 09/19/02 02:46:08 PM EOXFORD ALSO, CUST SAID MOTOR SOMETIMES SURGES AT STOPLIGHTS AND CUST HAS TO PRESS HARD ON THE BRAKE TO KEEP VEH FROM MOVING INTO INTERSECTION. CUST SENT A LTR. AND WILL BE FAXING THAT LTR AND SOME OTHER ITEMS *** NOTES 09/19/02 02:54:52 PM EOXFORD TO: ANDREW ROSELLI CSM (203) 869-8740. FROM: ED OXFORD 310-468-2100 PLEASE ADV YOUR DIAGNOSIS OF THE BRAKE ISSUE. *** SUBCASE 200209191061-1 CREATED 09/19/02 02:55:56 PM EOXFORD *** PHONE LOG 09/19/02 03:01:17 PM EOXFORD ACTION TYPE: OUTGOING CALL LFT VM MSG FOR CSM TO C/B REGARDING CASE *** PHONE LOG 09/20/02 05:58:24 AM EOXFORD ACTION TYPE: INCOMING CALL RECD VM MSG FROM CSM WHO SAID HE CAN FIND NOTHING WRONG W/ BRAKES. CSM SAID HE HAS NEVER HEARD OF A HARD BRAKE AND SOFT BRAKE ISSUE BOTH HAPPENING ON THE SAME VEH *** PHONE LOG 09/20/02 03:31:09 PM EOXFORD ACTION TYPE: OUTGOING CALL LFT VM MSG FOR CSM TO CONTACT DOM FOR PIR. *** PHONE LOG 09/20/02 03:33:09 PM EOXFORD ACTION TYPE: OUTGOING CALL LFT VM MSG FOR DOM BRIAN REGARDING PIR. *** PHONE LOG 09/23/02 07:44:33 AM EOXFORD ACTION TYPE: OUTGOING CALL CALLED BRIAN LAUTERBACH DOM WHO SAID FTS NEEDS TO INSPECT VEH. BRIAN WILL CONTACT DLR TO SEE IF VEH IS REPAIRED. IF VEH ALREADY REPAIRED, CAN'T DO INSPECTION *** PHONE LOG 09/23/02 07:47:18 AM EOXFORD ACTION TYPE: OUTGOING CALL LFT VM MSG FOR CSM TO C/B. *** EMAIL OUT 09/23/02 01:01:25 PM EOXFORD ACTION TYPE: INTERNAL EMAIL SEND TO: [EDWARD_OXFORD@TOYOTA.COM] CUST CALLED TO REQ STATUS OF CASE. ADV CUST STILL RESEARCHIN
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8017143
Date of Incident: 20020815
Vehicle: 2002 LEXUS ES300
Location of Incident: SARASOTA, FL
NHTSA Summary:
WHILE PULLING INTO PARK WITH FOOT ON THE BRAKES, VEHICLE SUDDENLY ACCELERATED AND HIT A TREE. ALSO WHILE DRIVING IN CRUISE CONTROL, TAPPED ON BRAKES TO DISENGAGE CRUISE CONTROL AND VEHICLE SUDDENLY ACCELERATED *AK DEALER CHECKED VEHICLE AND COULD NOT FIND ANY PROBLEMS. *SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8018875
Date of Incident: 20020816
Vehicle: 2001 TOYOTA TACOMA
Location of Incident: MAIMI, FL
NHTSA Summary:
WHILE MAKING A TURN AT A LOW SPEEDS AND ON A FLAT SURFACE, THE VEHICLE WILL ACCELERATE WITH NO WARNING, CAUSING CONSUMER TO HAVE AN ACCIDENT. DEALER NOTIFIED. *AK WHILE MAKING A TURN THE VEHICLE SUDDENLY ACCELERATED

CAUSING THE DRIVER TO LOOSE CONTROL OF THE VEHICLE ANT HIT A FENCE. AS A RESULT ALL 3 OCCUPANTS SUSTAINED INJURIES *SCC
Additional Summary:

Toyota ID No: 200403151290
NHTSA ODI No:
Date of Incident: 20020831
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: TAMARAC, FL
NHTSA Summary:
*** PHONE LOG 03/15/2004 02:35:48 PM LESPINOZA
===FCRP===CUST STS WAS IN VEHICLE BACKING OUT OF A PARKING SPACE. VEH WAS IN REVERSE. STS APPLIED THE BRAKE AND SHIFTED INTO DRIVE. STS LET FOOT OFF BRAKE AND BEFORE HE COULD APPLY THE ACCELORATOR, VEH SURGED FORWARD CUST STS TRIED TO APPLY THE BRAKE BUT IT RESPOND. STS HIS VEH BOUNCED OFF 4-5 OTHER VEHICLES. THEN CAME TO A STOP. CUST STS WORE SEAT BELT
*** NOTES 03/15/2004 02:36:15 PM LESPINOZA
LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.
*** NOTES 03/16/04 05:09:02 AM SET2
CASE ASSIGNED TO ROSEMARY IANNITTI SET8
*** NOTES 03/16/04 11:15:13 AM SET8
REG L/M FOR CUST ON 3/16 AT 2:13. STD NEEDED TO CONFIRM VEH LOCATION. REQ NAME, ADDRESS AND PHONE NUMBER OF VEH LOCATION. REQ C/B
*** NOTES 03/18/2004 01:28:24 PM PTIMBERLAKE
++OUTGOING CUST++ NCR RETURNING V/M FROM CUST. NCR SPOKE TO WIFE - RUTH WHO WANTED SSC INFO RELATING ACCELERATION PROBLEM. NCR ADV NO SSC'S. ADV VEH WILL BE INSPECTED WITHIN 30 DAYS FROM - 3/15/04
Additional Summary:

Toyota ID No:
NHTSA ODI No: 767312
Date of Incident: 20020900
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: STATEN ISLAND, NY
NHTSA Summary:
ON MY 2002 TOYOTA CAMRY XLE WHEN I PRESSED ON THE BRAKE THE OTHER DAY (I HAVE BEEN DRIVING FOR OVER 40 YEARS) MY CAR KEPT GOING INSTEAD OF STOPPING!! IT TURNED OUT THAT I WAS PRESSING ON THE BRAKE AS WELL AS THE ACCELERATOR PEDAL SINCE THEY ARE ALMOST ON THE SAME LEVEL AS WELL AS BEING CLOSE TO EACH OTHER. ACTUALLY, WHEN THE BRAKE IS DEPRESSED THE ACCELERATOR PEDAL IS ACTUALLY HIGHER WHICH ALLOWS FOR THE CAR TO MOVE FORWARD WHILE STILL DEPRESSING THE BRAKE PEDAL! THIS SEEMS TO BE AN INCREDIBLY DANGEROUS SITUATION. WHILE GETTING ACCUSTOMED TO DRIVING THIS NEW CAR I FOUND IT UNCOMFORTABLE AT TIMES TO GET MY RIGHT FOOT IN THE PROPER POSITION TO DRIVE SAFELY. MAYBE IT'S BECAUSE OF THIS DEFECT. WHAT DO YOU THINK?*AK
Additional Summary:

Toyota ID No: 200209180202
NHTSA ODI No:
Date of Incident: 20020900
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SMITHTOWN, NY

NHTSA Summary:
*** PHONE LOG 09/18/2002 07:59:30 AM DACADEMIA CUST ATTENDING A FUNERAL. PULLED INTO A PARKING SPACE. HER HUSBAND PUT FOOT ON THE BRAKE & CAR WOULDNT STOP. THEY HIT A BUSH & THE WALL OF THE FUNERAL HOME. EVERYONE HAD THEIR SEATBELTS ON & IF SHE DIDNT THEY WOULD HAVE GONE THROUGH A WINDSHIELD. HER HUSBAND HURT HIS CHEST & ARM & CUST & HER MOTHER IN LAW WENT TO HOSPITAL. POLICE TOOK A REPORT. VEH TOWED TO PERFORMANCE AUTOBODY. DLR REFERRED HER TO LCS TO REPORT ACCIDENT & SETUP INSPECTION FOR UNINTENDED ACCELERATION. *** NOTES 09/18/2002 08:10:14 AM DACADEMIA CUST STS THE DLR REQ SHE CALL LCS TO SETUP INSPECTION & ADV THIS NEEDS TO BE DONE BEFORE BODYSHOP TOUCHES THE VEH. CUST DOESNT KNOW WHAT TO DO OR TELL THE BODYSHOP B/C SHE'S NEVER BEEN INVOLVED IN A CAR ACCIDENT *** PHONE LOG 09/18/2002 08:10:19 AM DACADEMIA ACTION TYPE: OUTGOING CALL LFT MSG FOR CUST & REQ THE FOLLOWING INFO BEFORE HER REQUEST FOR INSPECTION IS SUBMITTED. DATE OF ACCIDENT LOCATION OF ACCIDENT (STREET, CITY, STATE) ROAD CONDITIONS INJURIES NAME OF DR & HOSPITAL NAME OF POLICE & REPORT # IF APPLICABLE NAME OF INSURANCE CO. NAME, ADDRESS, PHONE # OF BODYSHOP WHERE VEH IS CURRENTLY LOCATED. *** PHONE LOG 09/18/2002 08:20:06 AM DACADEMIA ACTION TYPE: INCOMING CALL CUST C/B & PROVIDED ACCIDENT INFO (I COMPLETED THE LEGAL TAB) *** NOTES 09/18/2002 08:28:00 AM DACADEMIA TO: BRIAN LAUTERBACK, DSPM & KAREN ROTOLA, CS ADMINISTRATOR FROM: DENISE ACADEMIA, LCS REP (310) 468-3271 CUST REQ AN INSPECTION FOR VEH THAT WAS IN AN ACCIDENT & CUST STS IT WAS UNINTENDED ACCELERATION. RALLYE LEXUS REFERRED CUST TO LCS. VEH IS CURR AT PERFORMANCE AUTOBODY, 104 ARLINGTON AVENUE, ST. JAMES, NY 11780 (631) 361-9404 PLEASE SETUP A PIR & CALL ME IF YOU NEED FURTH ASSIST. THANK YOU *** PHONE LOG 09/18/2002 08:29:28 AM DACADEMIA ACTION TYPE: OUTGOING CALL LFT VMAIL MSG FOR DOM, BRIAN LAUTERBACH, & ADV THAT CUST IS REQ VEH INSPECTION. REQ HE SETUP PIR & TO CALL ME IF HE HAS QUEST *** PHONE LOG 09/18/2002
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061984
Date of Incident: 20020901
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LOMPOC, CA
NHTSA Summary:
I HAVE HEARD ABOUT THE PROBLEM THE TOYOTA CAMRY HAS WITH SPEED SURGES. I HAVE HAD A PROBLEM BUT IDENTIFIED THE CAUSE QUITE READILY. THE BRAKE PEDAL IS LOCATED TOO CLOSE TO THE THE GAS PEDAL AND AT ABOUT THE SAME LEVEL AFTER CATCHING MYSELF SEVERAL TIMES STEPPING ON THE GAS PEDAL WHEN I INTENDED TO STEP ON THE BRAKE I HAVE LEARNED TO BE VERY CAREFUL WHEN SWITCING FROM ONE TO THE OTHER. IN THE CASES WHERE THE MISTAKE DID OCCUR I WAS QUICKLY AWARE OF WHAT WAS HAPPENING AND THERE WAS NO INCIDENT OR ACCIDENT INVOLVED. AM SUBMITTING THIS AS IT MAY BE WHAT HAS OCCURED IN SOME OF THE INSTANCES OF UNANTICIPATED DRIVE SURGE. I HAVE FILLED IN A DATE OF OCCURANCE BUT IT OCCURED A FEW TIMES AFTER I BOUGHT THE VEHICLE AND I DON'T REMEMBER THE EXACT DATES. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060882
Date of Incident: 20020904
Vehicle: 2002 TOYOTA TUNDRA

Location of Incident: NATICK, MA
NHTSA Summary:
TOYOTA CAMRY 2002 MODEL: PROBLEM OBSERVED 6 MONTHS AFTER I BOUGHT THE BRAND NEW CAR. BRAKE PROBLEM? CAR ACCELERATES. REPORTED TO THE DEALER AND THEN TO THE COMPANY; NOTHING HAS BEEN DONE. I TOLD THEM "I AM SCARED TO DEATH TO DRIVE THIS CAR BECAUSE SOMETIMES I CANNOT STOP THE CAR" *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10000034
Date of Incident: 20020910
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: STOW, OH
NHTSA Summary:
AFTER USING CRUISE CONTROL ON MY 2000 TOYOTA CAMRY AND COMING TO A STOP, THE ACCELERATOR PEDAL STICKS. WHEN YOU PROCEED FORWARD, YOU HAVE TO DEPRESS THE ACCELERATOR PEDAL HARD, CAUSING THE CAR GO FORWARD AT AN UNSAFE SPEED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 767803
Date of Incident: 20020918
Vehicle: 2002 TOYOTA RAV4
Location of Incident: LYNN, MA
NHTSA Summary:
WHEN BACKING UP, THE VEHICLE EITHER ACCELERATED OR THE GAS PEDAL GOT STUCK TS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8019572
Date of Incident: 20020921
Vehicle: 2001 TOYOTA 4RUNNER
Location of Incident: SELKIRK, NY
NHTSA Summary:
CONSUMER STATES ATTEMPTED TO BACK OUT OF GARAGE. WHEN CONSUMER SHIFTED VEHICLE INTO REVERSE, IT SUDDENLY ACCELERATED CAUSING A COLLISION. CONSUMER ADVISED ATTEMPTED TO DEPRESS BRAKES, BUT THEY DID NOT FUNCTION. *AK *YH
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10024353
Date of Incident: 20020922
Vehicle: 2002 LEXUS LS430
Location of Incident: CLINTON, MD
NHTSA Summary:
WHILE DRIVING AT 50 MPH, ACCELERATOR PEDAL GOT STUCK. AS A RESULT VEHICLE WAS TOTALLED. DEALER NOTIFIED. *AK
Additional Summary:

Toyota ID No: 200301311231
NHTSA ODI No:
Date of Incident: 20020925
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: LEOMINSTER, MA
NHTSA Summary:
*** PHONE LOG 01/31/2003 05:37:55 PM KFARDOOST
RNW#030127-000103>>>CUST STS "I BOUGHT A NEW 2002 CAMRY LE (4 CYL) IN SEPTEMBER OF 2002. I CURRENTLY HAVE 3600 MILES ON THE CAR. I HAVE AN INTERMITTENT PROBLEM WITH THE CAR. AT TIMES, WHEN I AM COMING TO A STOP THE CAR STARTS TO ACCELARATE. I HAVE TO DROP IN INTO NEUTRAL AND PRESS THE ACCELARATOR PEDAL DOWN TO CLEAR IT. IT HAS REVVED UP AS HIGH AS 6200RPM. THIS HAS HAPPENED BETWEEN 12 TO 15 TIMES. IT IS A VERY DANGEROUS SITUATION AND MY WIFE IS AFRAID TO DRIVE THE CAR.
*** NOTES 01/31/2003 05:37:56 PM KFARDOOST
>>>THE LOCAL TOYOTA DEALERSHIP HAS BEEN VERY COOPERATIVE. THE HAVE CHECKED EVERYTHING BUT CANT DUPLICATE THE PROBLEM BECAUSE IT IS SO INTERMITTENT

*** SUBCASE 200301311231-1 CREATED 01/31/2003 05:42:25 PM KFARDOOST
NCR REPLIED TO CUST " <AS-HTML>
THANK YOU FOR CONTACTING TOYOTA MOTOR SALES, U.S.A., INC <P>
WE APOLOGIZE FOR THE CONCERNS WITH YOUR 2002 CAMRY.<P>
IN ORDER TO PROPERLY ASSESS YOUR CONCERNS, WE HAVE CONTACTED THE CUSTOMER RELATIONS NMANAGER AT NORM WAGNER TOYOTA TO FURTHER EVALUATE YOUR 2002 CAMRY.<P>
OUR DEALERSHIP TECHNICIANS ARE SPECIALIZED IN THE DIAGNOSIS AND REPAIR OF TOYOTA VEHICLES. THEY ARE PROVIDED WITH EXTENSIVE TRAINING AND HAVE ACCESS TO STATE-OF-THE-ART EQUIPMENT TO HELP IN THE ACCURATE DIAGNOSIS OF YOUR VEHICLE. ALSO, IF NECESSARY, WE PROVIDE ADDITIONAL SUPPORT TO ASSIST OUR TECHNICIANS IN RESOLVING UNUSUAL VEHICLE CONCERNS.<P>
PLEASE BEAR IN MIND THAT IF THE DEALERSHIP IS UNABLE TO DUPLICATE THE CONDITION, IT MAKES IT VERY DIFFICULT TO DIAGNOSE WHETHER OR NOT YOUR 2002 CAMRY HAS ANY TYPE OF CONCERN. IT MAY BE ADVANTAGEOUS FOR YOU TO TAKE THE VEHICLE TO THE DEALERSHIP AS SOON AS THE CONDITION OCCURS. HOWEVER THIS IS SOMETHING THAT YOU WOULD HAVE TO OBVIOUSLY DISCUSS WITH THE DEALERSHIP. THE CUSTOMER RELATIONS MANAGER WILL CONTACT YOU BY THE END OF THE BUSINESS DAY, 02/05/03. IN THE EVENT YOU DO NOT RECEIVE ANY CONTACT FROM THE DEALERSHIP BY THIS DATE, PLEASE <A HREF ="
Additional Summary:

Toyota ID No: 200210150732
NHTSA ODI No:
Date of Incident: 20021000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LARGO, FL
NHTSA Summary:
*** PHONE LOG 10/15/2002 11:31:03 AM NWILSON
CUST STS HAVING CONCERNS WITH WHEN APPLYING PRESSURE TO BRAKE PEDAL CAUSES ACCELERATOR TO BE ENGAGED
*** CASE CLOSE 10/17/02 22:41:54 RULEMGR

CUSTOMER IS BRINGING VEHICLE IN FOR OUR EVALUATION ON TUES OCTOBER 22,2002 AT 10 AM

Additional Summary:

Toyota ID No: 200210220832
NHTSA ODI No:
Date of Incident: 20021000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BURKE, VA
NHTSA Summary:
*** PHONE LOG 10/22/2002 11:54:48 AM HSOV
****DEALER PRODUCT INSPECTION**** CUST WIFE DRIVING EVE NEFZGER AND WAS TRYING TO PARK IN SPACE TURNING RIGHT. STS WHEN REMOVED FOOT FROM GAS PEDAL TO BRAKE, BUT VEH ACCELERATED. STS HIT A 2 VEHICLES AND A CURB. STS VEH TURNED OVER DRIVERSIDE. CUST WORE SEATBELT. NO AIRBAG DEPLOY. NO MAJOR INJURIES. STS FEELS GAS PEDAL/VEH IS RESPONSIBLE FOR ACCIDENT.
DEALER PRODUCT INSPECTION. CONTACT DSPM/REGION IF NECESSARY.

*** CASE CLOSE 10/25/02 11:09:37 AM DLR45055
INSPECTED WRECKED VEHICLE ON 10-14-2002. NO DIAGNOSTIC FAULT CODES PRESENT IN ENGINE MANAGEMENT OR ABS SYSTEMS. ENGINE OPERATION NORMAL. INRMAL INSPECTED OPERATION OF ELECTRONIC THROTTLE CONTROL SYSTEM. INSPECTED USING SCAN TOOL FOR THROTTLE AND ACCELERATOR POSITION SENSOR OPERATION. ALL OPERATING NORMALLY. NO EVIDENCE OF MECHANICAL MALFUCTION. PERFORMED STALL TEST BY FLOORING ACCELERATOR PEDAL WHILE HOLDING PRESSURE ON BRAKE PEDAL. VEHICLE DID NOT MOVE UNLESS BRAKE WAS RELEASED. ALL OPERATION NORMAL AT TIME OF INSPECTION. NO MALFUNCTION VERIFIABLE

Additional Summary:

Toyota ID No: 200210111105
NHTSA ODI No:
Date of Incident: 20021000
Vehicle; 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GLENDALE, CA
NHTSA Summary:
*** PHONE LOG 10/11/2002 04:03:12 PM SSKIRHA CUST REQUIRES A KOREAN TRANSLATOR. CUST REQ VEH INSPECTION FOR UNINTENDED ACCELERATION. KEYES LEXUS ALREADY INSPECTED VEH & DIDNT FIND ANYTHING WRONG. CUST DOESN'T FEEL SAFE IN VEH BUT WOULD IF A LEXUS REP INSPECTS VEH. ACCIDENT HAPPENED AT THE DMV. VEH CROSSED THE FLOWER BED & HIT METAL WIRE FENCE & THEN TREE. VEH WAS ALMOST PARKED & FOOT WAS ON BRAKE WHEN VEH LURCHED FORWARD. POLICE CAME & POLICE STATED CUST PRESSED ON GAS & NOT BRAKE. CUST STATES POLICE WERE WRONG. *** SUBCASE 200210111105-1 CREATED 10/11/2002 04:03:33 PM SSKIRHA *** NOTES 10/11/2002 04:07:14 PM SSKIRHA *** NOTES 10/11/2002 04:08:32 PM SSKIRHA USED LANGUAGE LINE KOREAN TRANSLATOR # 6084, JENNIFER TO SPEAK W/CUST. CUST HAD JUST PURCHASED VEH IN AUGUST. *** PHONE LOG 10/11/2002 04:10:54 PM SSKIRHA ACTION TYPE: OUTGOING CALL LEFT VM FOR KEVIN PRATT, DOM *** PHONE LOG 10/14/2002 10:40:10 AM SSKIRHA ACTION TYPE: INCOMING CALL REC CALL FROM KEVIN PRATT, DOM. KEVIN IS CALLING DLR SM, ALLAN CLIFF TO DISCUSS CUST CONCERN. DOM & SM ARE TO C/B LCS W/ UPDATE *** PHONE LOG 10/15/2002 04:31:30 PM SSKIRHA ACTION TYPE: INCOMING CALL DOM RETURNED CALL. AFTER CASE REVIEW DOM DECLINED

INSPECTION OF THE VEH. DOM SPOKE W/ SM ABOUT VEH & INSPECTION DLR DID. DOM STATES THAT DLR IS READY FOR CUST TO PICK UP VEH. *** PHONE LOG 10/15/2002 04:33:23 PM SSKIRHA ACTION TYPE: INCOMING CALL ED MCSHAN, WESTERN CSM ANALYST CLD TO CHECK ON PIR INSPECTION. INF HIM THAT CASE HAS BEEN DECLINED FOR INSPECTION SINCE VEH HAS ALREADY BEEN RPR'D & DLR INSPECTED VEH & NO PROBLEM WAS FOUND. *** PHONE LOG 10/16/2002 01:32:08 PM SSKIRHA ACTION TYPE: OUTGOING CALL LEFT VM FOR CUST TO C/B ADV CUST: USE A KOREAN TRANSLATOR. INF CUST THAT VEH IS READY TO BE PICKED UP AT DLR. INF CUST THAT FACTORY REP REVIEWED CASE W/ LCS REP, & DLR & HAS DECLINED TO DO A PIR INSPECTION BECAUSE OF VEH STATUS: VEHICLE HAS BEEN RPR'D ALREADY. THE DLR INSPECTED VEH & FOUND NOTHING WRONG, & PO
Additional Summary:

Toyota ID No:
NHTSA ODI No: 768473
Date of Incident: 20021013
Vehicle: 2002 TOYOTA 4RUNNER
Location of Incident: NORTH CHARLESTON, SC
NHTSA Summary:
OPERATING VEHICLE IN WET ROAD CONDITIONS WITH CRUISE CONTROL ON AT 55 MPH. TRACTION CONTROL WARNING LIGHT ILLUMINATED AND ENGINE TACHOMETER WENT FROM 2,200 RPM TO EXCESS OF 5,000 RPM. VEHICLE QUICKLY ACCELERATED TO 70 MPH AND WAS CONTINUING ACCELERATION WHEN OPERATOR DEPRESSED BRAKE PEDAL AND STOPPED ACCELERATION. ONLY ONE OCCURANCE AND NO RECURRENCE ON REMAINING 6 MILES TO HOME. VERY DANGEROUS TO HAVE VEHICLE QUICKLY ACCELERATE WITHOUT COMMAND FROM OPERATOR. MR
Additional Summary:

Toyota ID No: 200210220484
NHTSA ODI No:
Date of Incident: 20021013
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: TUCSON, AZ
NHTSA Summary:
*** PHONE LOG 10/22/2002 10:17:17 AM JKETCHUM
CUST STS THAT ON 10/13 CUST WAS COMING HOME AND CUST DROVE INTO DRIVEWAY AND CUST STS THAT VEH SURGED FORWARD AND HIT A WALL. CUST STS THAT TOOK VEH TO TOYOTA DLRSHIP AND DLR COULD NOT FIND ANYTHING WRONG WITH THE VEH. CUST STS THAT VEH IS AT BODY SHOP AND THE DLR HAS ALREADY STARTED TO REPAIR. NCR APOL. ADV THAT TOYOTA WOULD NOT BE ABLE TO INSPECT IF VEH HAS STARTED BEING REPAIRED. NCR APOL. DID NOT OPEN FCRP, AND ADV CUST TO SEND ALL INFO TO LEGAL DEPART
*** NOTES 10/22/2002 10:17:18 AM JKETCHUM
GAVE CASE #

*** CASE CLOSE 10/22/2002 10:17:42 AM JKETCHUM
NCR APOL., DID NOT OPEN FCRP BECAUSE VEH IS BEING REPAIRED, AND ADV CUST TO SEND ALL INFO TO LEGAL DEPART. GAVE CASE #.
*** NOTES 11/20/2002 01:37:09 PM LEZRRE
ATF-LTR DTD 11/13/02, RCVD 11/19/02 STS SAME CONCERNS AS ABOVE. NCR L/M ADV THAT LTR WAS FORWARDED TO LEGAL. NEXT REP: IF CUST C/B PLS ADV OF THIS OR GIVE LEGAL ADDRESS TO RESUBMIT
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10002533
Date of Incident: 20021017
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LAKEWOOD, NJ
NHTSA Summary:
CONSUMER WAS PARKING THE VEHICLE WITH HER FOOT ON THE BRAKE WHEN THE VEHICLE ACCELERATED. THIS RESULTED IN AN ACCIDENT. THE DEALERSHIP CANNOT LOCATE THE CAUSE OF THE PROBLEM.*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10107480
Date of Incident: 20021020
Vehicle: 2002 LEXUS ES300
Location of Incident: CONCORD, CA
NHTSA Summary:
WHEN THE GAS PEDAL WAS APPLIED, THE VEHICLE PAUSED FOR 1-2 SECONDS BEFORE PROCEEDING FORWARD. AS A RESULT, THE CONSUMER HAD ALMOST HIT PEDESTRIANS AND REAR ENDED OTHER MOTORISTS. IF THE CONSUMER ATTEMPTS TO SWITCH LANES TO AVOID HITTING OR REAR ENDING ANYONE, THE VEHICLE STALLS. THE VEHICLE HAS BEEN SERVICED 9 TIMES BY THE DEALERSHIP, IN WHICH DIAGNOSTIC TEST HAVE BEEN PERFORMED, BUT NO FAILURE CODE WAS FOUND. THE DEALERSHIP ONLY CONCLUSION IS THAT THIS IS HOW THE VEHICLE IS SUPPOSE TO DRIVE. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10007691
Date of Incident: 20021021
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BURKE, VA
NHTSA Summary:
UNINTENDED ACCELERATION. WHILE PULLING INTO A PARKING SPACE, MY WIFE'S VEHICLE ACCELERATED TO MAXIMUM SPEED. THE CAR JUMPED OVER THE PARKING CURB AND SHE SWERVED TO MISS A BUILDING. SHE CLIPPED TWO CARS IN PASSING THEM, SWERVED AGAIN INTO AN EMPY PARKILNG SPOT AND THE VEHICLE TIPPED OVER. CAR WAS TOTALED. NO ONE WAS HURT, BUT MY WIFE SUSTAINED SOME BRUISES AND GLASS SHARDS IN THE EYES. LOCAL TOYOTA DEALER LOOKED AT THE WRECK, RAN SOME ELECTRONIC DIAGNOSTICS, BUT SAID THEY WERE UNABLE TO FIND ANY MALFUNCTION
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8021365
Date of Incident: 20021022
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: SAN BRUNO, CA
NHTSA Summary:
CONSUMER HAS PROBLEMS WITH THE ACCELARATOR. DEALER WAS CONTACTED. MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10053975
Date of Incident: 20021022
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CHICOPEE, MA
NHTSA Summary:
CONSUMER COMPLAINED THAT THE BRAKE PEDAL WAS DESIGNED TOO BIG. ON SEVERAL OCCASIONS, CONSUMER ATTEMPTED TO MOVE FOOT FROM THE GAS TO THE BRAKE PEDAL WHEN THEIR SHOE SOLE GOT CAUGHT UNDER THE BRAKE PEDAL. THIS CAUSED THE CONSUMER TO APPLY THE GAS PEDAL INADVERTENTLY. *AK *MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8021602
Date of Incident: 20021024
Vehicle: 2001 TOYOTA AVALON
Location of Incident: SHREWSBURY, MA
NHTSA Summary:
VEHICLE SUFFERED SUDDEN ACCELERATION WHEN SHIFTED FROM NEUTRAL INTO DRIVE. VEHICLE COLLIDED WITH A DOOR. DEALER AND MANUFACTURER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. TS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10083732
Date of Incident: 20021027
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MOUNT SINAI, NY
NHTSA Summary:
WHILE STOPPING AT A TRAFFIC LIGHT THE ENGINE REVVED, FOLLOWED BY SUDDEN ACCELERATION. THE CONSUMER PROCEEDED TO SLAM ON THE BRAKE PEDAL TO STOP THE ACCELERATION, BUT IT FAILED TO DO SO. VEHICLE STOPPED ACCELERATING BY ITSELF. DEALERSHIP WAS CONTACTED, BUT PROVIDED NO ASSISTANCE BECAUSE THEY WERENT ABLE TO DUPLICATE THE FAILURE. *AK *NM
Additional Summary:

Toyota ID No: 200211261055
NHTSA ODI No:
Date of Incident: 20021100
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MODESTO, CA
NHTSA Summary:
*** PHONE LOG 11/26/2002 04:09:22 PM CCONVIS
CUST STS VEH WAS ON CRUISE CONTROL AND WHEN IT WAS TAKEN OFF, VEH PLACED IN NEUTRAL THEN DRIVE AND VEH LURCHED FORWARD AT FULL SPEED ON CUST. AON CUST ALMOST WENT INTO A HOUSE. CUST TURNED VEH OFF AND BACK ON AND HAS NOT EXPERIENCED THE CONCERN AGAIN BUT IS CONCERNED VEH MAY LURCH FORWARD AGAIN. CUST STS DLR CAN NOT FIND CAUSE OF VEH CONCERNS. CUST SEEKS POSS REGION INSPECTION WHEN REP IS IN AREA AND ETA FOR REGIONAL REP. CUST HAS NOT SPOKEN TO CRM.

*** NOTES 11/26/2002 03:30:49 PM ECAMPOS
CRM CALL REQUESTING CASE BE REDIRECTED TO REGION
*** NOTES 12/03/02 05:10:17 PM SF3
LM ON VM. DSPM WILL FOLLOW-UP.

*** CASE CLOSE 12/09/02 05:25:16 PM SF3
DSPM, C. MURPHY, REVIEWED WITH FTS J. THIELE AND W/DLRSHIP. FTS STD THERE IS NO KNOWN ISSUE AND ADVD TO ASSURE DLRSHIP SCANNED VEH FOR ERROR CODES. DLRSHIP STD THEY DID CK FOR CODES AND CK'D BRAKES. ALL NORMAL AND WITHIN SPECS. CUST STD HE CAME TO A STOP, PUT VEH IN NEUTRAL, THEN PUT IT IN DRIVE TO PROCEED AND VEH MOVED FORWARD QUICKLY. (THIS MAY HAVE BEEN DUE TO THE CUST ENGAGING DRIVE FROM NEUTRAL WITH NO BRAKE.) DSPM ADVD CUST TO ENSURE VEH IS IN PARK WHEN AT STOP AND FOOT IS OFF THE BRAKE. CUST STD HE WOULD DO SO. CUST CONTD TO SAY VEH ACCELERATED WHEN HE ATTEMPTED TO PRESS THE BRAKE PEDAL. DSPM THIS MAY HAVE BEEN DUE TO THE CUST ACCIDENTALLY PRESSING GAS PEDAL. DSPM ADVD CUST THERE HAS NOT BEEN ANY ISSUE TOYOTA KNOWS OF RE HIS SITUATION. DSPM ADVD DLRSHIP INSPECTED VEH AND TEST DROVE TO ENSURE VEH IS OPERATING NORMALLY. CUST STD HE IS SATISFIED AND W/CONTACT DLRSHIP IF ISSUE RECURS.
Additional Summary:

Toyota ID No: 200308010358
NHTSA ODI No:
Date of Incident: 20021105
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: KEARNS, UT
NHTSA Summary:
*** PHONE LOG 08/01/2003 09:50:30 AM QHOLMES
*****FCRP*****
PATRICIA DRIVER (ONLY ON IN VEH). STS HAD HER SEATBELT ON. STS DRIVING IN PARKING LOT (3245 WEST, WEST JORDAN, UT). STS TURN DOWN A AISLE (RT), APPLIED BRAKES WHEN CUST HEARD ENGINE SUDDENLY ACCELORATE & STS HER VEH FRT DRIVERS SIDE BUMPER HIT ANOTHER VEH FTR DRIVERS SIDE BUMPER. STS THEN HIT A PARKED TRUCK W/HER FTR BUMPER. STS AIR BAGS DID NOT DEPLOY. STS TRAVELING 3-5MPH. LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS

*** CASE CLOSE 08/12/03 03:11:13 PM DVR4
FTS, JOE LANE, INSP VEH 08/06/03. OWNER NOT PRESENT. FTS STATES: INSP THE ABS AND ENGINE/ECT ECU FOR DTCS AND NONE WERE PRESENT. TEST DROVE VEHICLE AROUND PARKING LOT AND DID SEVERAL PANIC STOPS. THE ABS SYSTEM OPERATED PROPERLY ON EACH STOP. DURING MY TEST DRIVE THROUGH THE PARKING LOT I DID NOT EXPERIENCE A PROBLEM WITH THE ACCELERATOR PEDAL, THE ENGINE REVVING UP, OR THE VEHICLE ACCELERATING ON ITS OWN. INSP THE BRAKE VACUUM BOOSTER, MASTER CYLINDER, BRAKE PEDAL, FRONT CALIPERS, REAR DRUM BRAKES AND ABS ACTUATOR FOR PROPER INSTALLATION AND OPERATION. FOUND ALL COMPONENTS TO BE PROPERLY INSTALLED AND OPERATING PROPERLY. INSP THE ENTIRE BRAKE SYSTEM FOR LEAKS. FOUND NO LEAKS AND FOUND THE BRAKE/MASTER CYLINDER TO BE FULL OF FLUID. RESULTS COMM TO CUST 08/07/03
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10000020
Date of Incident: 20021108

Vehicle: 2002 TOYOTA AVALON
Location of Incident: BROOMALL, PA
NHTSA Summary:
WHEN USING THE CRUISE CONTROL ON A DOWNGRADE, THE VEHICLE ACCELERATES UP TO 20 MPH. IT SEEMS AS IF YOU ARE GOING OUT OF CONTROL. THE VEHICLE DOES NOT DOWNSHIFT AT ALL.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062561; 10063318
Date of Incident: 20021109
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WALTHAM, MA
NHTSA Summary:
ON THE DATE BELOW, I WAS DRIVING ON A HIGHWAY WHEN MY BRAND NEW CAMRY WENT OUT OF CONTROL AND SPED UP, SENDING THE CAR THROUGH A GUARD RAIL. MY CAR ENDED UP ON THE OTHER SIDE OF THE HIGHWAY GOING IN THE OPPOSITE DIRECTION. I HAVE A PERFECT DRIVING RECORD, AND HAVE NEVER EVEN HAD A TICKET. I BELIEVE THAT MY CAR HAD THE ACCELERATION PROBLEM THAT I'VE BEEN READING ABOUT. I HAD CONTACTED TOYOTA WHEN THE ACCIDENT FIRST OCCURRED. THEY SENT SOMEONE OUT WHO CHECKED THE TIRES AND THE STEERING, AND A FEW MINOR THINGS. NO ONE TESTED ANYTHING TO DO WITH ACCELERATION. THE CAR WAS TOTALED, AND I WAS TAKEN BY AMBULANCE TO A TRAUMA CENTER, WHERE I WAS HOSPITALIZED. I AM NOW DRIVING A 2003 CAMRY, AND I FEEL LIKE I'M DRIVING A TIME BOMB, SINCE I READ THAT THE PROBLEM MAY EXIST IN BOTH THE 02 AND 03 MODELS. *AK SEE VOQ 10063318 *DSY: WHILE DRIVING VEHICLE SUDDENLY ACCELERATED. DRIVER LOST CONTROL AND HIT A GUARD RAIL. THE VEHICLE WAS TOTALED. *AK THE DRIVER SUFFERED FROM POST CONCUSSION SYNDROME AND STILL EXPERIENCES DIZZINESS, PROBLEMS WITH BALANCE, TREMORS, HEADACHES, NECK AND BACK PAIN AND MEMORY LOSS. THE CONSUMER IS STILL UNDER THE CARE OF SEVERAL MEDICAL PROFESSIONALS AND CONTINUES TO UNDERGO TESTING. *NM SEE VOQ 10062561. *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8023219
Date of Incident: 20021111
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MAPLE HEIGHTS, OH
NHTSA Summary:
CONSUMER STATES WAS DRIVING ON HIGHWAY WITH CRUISE CONTROL ENGAGED ATTEMPTED TO DISENGAGE BY DEPRESSING BRAKE PEDAL TO NO AVAIL. CONSUMER HAD TO SWERVE VEHICLE THROUGH TRAFFIC TO AVOID A COLLISION. AS A RESULT THE FRONT PASSENGER WHEEL CAME OFF SLOWING CAR DOWN ENOUGH FOR CONSUMER TO DOWNSHIFT GEARS. TS
Additional Summary:

Toyota ID No: 200311120125; 200402040576
NHTSA ODI No:
Date of Incident: 20021111
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: ROCKVILLE, MD
NHTSA Summary:

*** PHONE LOG 11/12/2003 07:21:53 AM MHELFFRICH CUST STATED SHE HAS BEEN WORKING W/ GM AT LEXUS OF ROCKVILLE REGARDING ACCIDENT SHE WAS IN B/C OF HER 2002 ES 300. CUST STATED SHE WAS PULLING INTO PARKING LOT, MADE LEFT TURN TO PULL INTO PARKING SPOT. VEH JUMPED CURB AND HIT A TREE. CUST STATED SHE HAS HAD ACCELERATION ISSUES SINCE DAY SHE PURCHASED VEH. CUST STATED SHE FEELS VEH CAUSED ACCIDENT. CUST STATED C KING INSPECTED VEH, ADVISED THERE WAS NOTHING WRONG W/ VEH & SHE MUST OF HIT GAS PEDAL. *** NOTES 11/12/2003 07:22:47 AM MHELFFRICH CUST STATED SHE NEVER RECEIVED ONP LETTER ABOUT UPDATE & ONLY FOUND OUT ABOUT IT AFTER RESEARCHING. CUST STATED SHE CONTACTED NHTSA & WHEN SHE ADVISED DLR OF HER RESEARCH, THEY DENIED ISSUES UNTIL SHE PULLED OUT RESEARCH & THEN ADMITTED LEXUS HAS HAD ISSUES W/ TRANSMISSION. CUST ADVISED GM OF DLR CALLED PAT MITCHELL IN AREA OFFICE. CUST DEMANDED FOR PHONE NUMBER FOR P MITCHELL & DEMANDED A CALL BACK W/ IN 24 HOURS W/ AN UPDATE & INSPECTIONER?S NAME *** SUBCASE 200311120125-1 CREATED 11/12/2003 07:23:06 AM MHELFFRICH *** NOTES 11/12/2003 07:28:15 AM MHELFFRICH *** PHONE LOG 11/12/2003 07:29:31 AM MHELFFRICH ACTION TYPE: OUTGOING CALL LEFT V-MAIL FOR PAT MITCHELL, CS MANAGER IN AREA OFFICE AS A HEADS UP CUST WAS TRYING TO GET AHOLD OF HER SINCE GM GAVE HER NAME TO CUST AS THE CONTACT ON ISSUES. *** PHONE LOG 11/12/2003 07:34:45 AM MHELFFRICH ACTION TYPE: OUTGOING CALL SPOKE W/ KAREN ROTOLA. ADVISED I AM DISPATCHING CASE TO AREA OFFICE. *** NOTES 11/12/03 10:57:54 AM KROTOLA330 I PUT THE REQUEST FOR THE PIR ON OUR LOG FOR THE FTS TO INSPECT. ONCE IT IS SCHEDULED I WILL UPDATE CASE ACCORDINGLY. BRANT BAIRD SHOULD BE THE FTS TO INSPECT. *** EMAIL OUT 11/12/2003 01:18:02 PM ABENLON ACTION TYPE: EXTERNAL EMAIL SEND TO: [MELISSA_HELFFRICH@TOYOTA.COM] CUST CALLED TO UPDATE INFO WITH REP. CUST STD THAT REP HAS REQUESTED INSURENCE CLAIM INFO ERIE INSURENCE CLAIM # 210482674 ADJUSTER NAME LAUREN AT 888-822-3743X 6104 . *** PHONE LOG 02/04/2004 09:59:04 AM RHOLLINGSWORTH REFER TO CASE#200311120125 CUST STS SHE WAS PARKING HER VEHICLE WHEN IT SUDDENLY ACCELERATED AND JUMPED THE CURB AND HIT A TREE. CUST BELIEVES THAT VEH MALFUNCTIONED AND REQUESTED LEXUS TO INSPECT THE VEHICLE. AREA PERFORMED PIR ON 12/4/03 AND FOUND NO DEFECTS IN WORKMANSHIP OR MATERIALS. CUST DISSAT WITH LEXUS RESPONSE AND REQUESTED LETTER OF POSITION. CUST BELIEVES THAT OTHER LEXUS VEHICLES HAVE OPERATED LIKE HERS AND WOULD BE IN CONTACT W/NHTSA. *** CASE CLOSE 02/04/2004 10:01:40 AM RHOLLINGSWORTH REFER TO CASE#200311120125 CUST INVOLVED IN AN ACCIDENT WHEN VEHICLE JUMPED CURB AND HIT A TREE. CUST STS VEH ACCELERATED BY ITSELF AND REQUESTED INSPECTION OF THE VEHICLE. AREA PERFORMED PIR AND FOUND NO DEFECTS IN MATERIALS OR WORKMANSHIP. ADVISED CUST OF FINDINGS AND THAT NO FURTHER ASST WOULD BE PROVIDED. CUST DISAGREES W/FINDINGS AND ADVISED SHE WOULD PURSUE W/OTHER AGENCIES INCLUDING NHTSA. LETTER OF POSITION MAILED TO CUSTOMER.

Additional Summary:

Toyota ID No: 200312291519
NHTSA ODI No:
Date of Incident: 20021112
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAKEWORTH, FL
NHTSA Summary:
*** PHONE LOG 12/29/2003 04:39:29 PM JJAMESON CUST TOOK VEH TO DLR A COUPLE WKS AGO B/C WARNING LIGHT WAS ON. CUST STS DLR RPRD VEH SAME DAY VEH WAS TAKEN HOME. VEH WAS ABOUT TO BE STOPPED AND VEH LUNGED FORWARD 1X. CUST STS THEY DIDN'T DRIVE VEH MUCH BUT IT WAS OK AFTER THAT. CUST STS THAT TODAY THEY WERE PULLING INTO DISABLED PARKING AND VEH LUNGED FORWARD AND WENT OVER

CEMENT BARRIER AND HIT POLE. CUST STS $1500 BODY ESTIMATE TO VEH. DLR ADV NOTHING WRONG W/VEH. ADV IF IT HAPPENS AGAIN TO BRING BACK TO DLR. *** NOTES 12/29/2003 04:40:30 PM JJAMESON CUST IS VERY SHAKEN UP AND SCARED TO DRIVE VEH AND VERY WORRIED FOR SAFETY CUST STS THAT HE SPOKE TO BOB BALDWIN WHO ADV VEH IS OK AND NO RPR NEEDED. *** NOTES 12/29/2003 04:41:49 PM JJAMESON TO: MATT BEATTY, SM/CSM (561) 697-7800 FROM: JAREN RIRIE, LCS 310-468-2190 CUST IS VERY WORRIED B/C VEH IS LUNGING FORWARD W/O WARNING. INCIDENT 12/29/2003 IS 2X IT HAPPENED & CAUSED $1500 DAMAGE TO VEH. CUST WOULD LIKE VEH RPRD. CUST IS SCARED TO DRIVE VEH. PLS RVW AND F/U IF RPR IS AVAIL FOR VEH AND F/U W/ME BY 12/30/2003. THANK YOU. *** EMAIL OUT 12/29/2003 04:49:58 PM DCHILES ACTION TYPE: EXTERNAL EMAIL SEND TO: [JESSICA_JAMESON@TOYOTA.COM] CUST CALLED BACK & ADV HE WAS SPEAKING W/ JJAMESON & FORGOT TO PROVIDE HIS NAME, ADDRESS & PHONE NUMBER. CUST PROVIDED ALL INFO THAT IS IN THE CASE. THANKED CUST FOR CALLING & WILL RELAY INFO TO JJAMESON. *** SUBCASE 200312291519-1 CREATED 12/30/2003 03:19:24 PM JRIRIE *** PHONE LOG 01/05/2004 09:27:29 AM JRIRIE ACTION TYPE: OUTGOING CALL LFT VM FOR MATT BEATTY CSM SEEKING ASSIST FOR CUST. *** PHONE LOG 01/06/2004 12:41:33 PM JRIRIE ACTION TYPE: OUTGOING CALL LFT MSG AT DLR FOR GAIL MEYERSON SA TO C/B TO DISCUSS VEH CONCERNS. *** PHONE LOG 01/06/2004 12:47:30 PM JRIRIE ACTION TYPE: INCOMING CALL GAIL SA AT DLR LFT VM REQ TO C/B AT 561-656-5862. *** PHONE LOG 01/13/2004 01:30:49 PM JRIRIE ACTION TYPE: OUTGOING CALL LFT 2ND MSG AT DLR FOR GAIL MEYERSON SA TO

Additional Summary:

Toyota ID No:
NHTSA ODI No: 8023406
Date of Incident: 20021112
Vehicle: 2000 TOYOTA TUNDRA
Location of Incident: BROOKFIELD, WI
NHTSA Summary:
CONSUMER HAS AN AFTERMARKET CRUISE CONTROL(CC) KIT MANUFACTURED BY AUDIVOX. CONSUMER WAS UNAWARE OF MODEL NAME/NUMBER OF KIT. WHILE DRIVING AT APPROXIMATELY 72MPH WITH CRUISE CONTROL ENGAGED, THE VEHICLE BEGAN TO ACCELERATE WITHOUT WARNING. CONSUMER TURNED CC OFF THEN BACK ON. PROBLEM OCCURRED 15 MINUTES LATER. CONSUMER ALSO ADVISED THAT ON 11/24/02 WAS DRIVING WITH CC DISENGAGED. REMOVED FOOT FROM ACCELERATOR PEDAL, BUT VEHICLE WOULD NOT DECELERATE. CONSUMER FOUND THAT THE AFTERMARKET SPEED CONTROL UNIT HAD CAUSED THE PROBLEM AND HAD TO BE DISCONNECTED. *TT

Additional Summary:

Toyota ID No: 200212040438
NHTSA ODI No:
Date of Incident: 20021200
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: WOODHAVEN, NY
NHTSA Summary:
*** PHONE LOG 12/04/2002 09:51:01 AM SDEVIA
--FCRP---
02 CAMRY XLE- STS THAT DRIVING ON 275 CHERRY STREET INSIDE THE PARKING LOT OF BUILING. STS THAT STARTED DRIVING VERY SLOW 5-10 MPH , STS THAT NEXT THING IS THE VEH ACCELERATED ON ITS OWN. STS THAT VEH HIT A FENCE. STS THAT FRONT END HAS DAMAGED & POSSIBLY BOTTOM IS DAMAGED TOO FROM CEMENT DIVIDER. STS VEH

RUN OVER CEMENT DIVIDER. STS THAT HAS BACK SPASMS. STS VEH PARKED & HAS NOT BEEN RPRD. CUST SKS TO GET AN EXPLANATION ON WHY VEH ACCELERATED ON OWN
*** NOTES 12/04/2002 09:51:02 AM SDEVIA
. LEGAL REQUESTS FIELD REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 12/05/02 05:33:58 AM NY5
CASE DISPATCHED TO HANNA DIVER
*** NOTES 12/05/02 06:24:10 AM NY4
CASE ASSIGNED TO FTS JEREMY NEIL
*** NOTES 12/11/2002 07:31:36 AM CLEE
CUS STS FRUSTRATED B/C NO CONTACT FROM REGION. NCR APOL ADV CASE DISPATCH TO FTS FOR INSPECTION CUS SHOULD RECEIVE CALL FROM FTS. CUS SKS TO SPK TO REGION. OUTGOING CALL.. NCR PLACED CUS ON HOLD W/ CUS PERM AND SPK TO HANNA DIVER NY4. REG REP ADV WILL CONTACT CUS TODAY. NCR ADV CUS CAN BE REACHED AT DAY# PER CUS REQUEST.
*** NOTES 12/11/2002 01:45:47 PM CCONVIS
CUST STS THAT SHE IS ON FOOT AND NEEDS HER CAR AND IS UPSET THAT REGION HAS NOT CONTACTED HER FOR TWO WEEKS. NCR APOL AND ADV PLEASE ALLOW THE REST OF BUSINESS TODAY FOR REGION TO CALL AND CONTACT CAC IF THERE IS STILL NO FOLLOW UP. CUST UNDERSTOOD
*** NOTES 12/11/2002 02:00:52 PM APOWE
CUST C/B, EXTREMELY FRUSTRATED WITH VEH COND AND NO RESPONSE FROM THE REGIONAL OFFICE. NCR APOLOGIZED, ADVD CUST OF NOTES. NCR PROVIDED MAIN NUMBER FOR REGIONAL OFFICE. CUST PLANNING TO CALL.
*** NOTES 12/12/02 09:17:21 AM NY4
FTS J NEIL CONTACTED BOTH NUMBERS FOR THE CS ON 12/11/2002. CS OFFICE WAS CLOSED DUE TO WEATHER AND NO ANSWER AT ALT NUMBER. FTS J NEIL WILL AGAIN TRY TO REACH THE CS TODAY.
*** NOTES 12/16/02 01:48:19 PM NY4
FTS J NEIL CONTACTED CS AT BOTH WORK NUMBERS AND CS HAD LEFT FOR THE DAY. THERE IS NOT A HOME NUMBER

Additional Summary:

Toyota ID No: 200212190274
NHTSA ODI No:
Date of Incident: 20021299
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: WAYSIDE, NJ
NHTSA Summary:
*** PHONE LOG 12/19/2002 09:16:18 AM DACADEMIA BRIAN CHADWICK, SM CLLD & ADV CUST IS AT DLR. SPEAKING TO GM ABOUT ACCIDENT SHE HAD 3 WKS AGO. SM STS IT WAS UNINTENDED ACCELERATION & VEH IS CURR AT THE DLR BODYSHOP. CUST IS UPSET & IS DEMANDING SOMEONE INSPECT THE VEH & PROVIDE A REPORT. *** NOTES 12/19/2002 12:22:42 PM DACADEMIA TO: KYLE OR SARAH MAGNANI, CS ANALYST FROM: DENISE ACADEMIA, LCS REP (310) 468-3271 CUST IS REQUESTING A FTS INSPECT VEH FOR UNINTENDED ACCELERATION & COMPLETE A REPORT ASAP. THE ACCIDENT HAPPENED ABOUT 3 WEEKS AGO. PLEASE WORK W/FTS TO SETUP AN APPT & CONTACT THE DLR TO ADVISE WHEN IT WILL BE SET. CUST IS IN A HURRY. PLEASE KEEP ME POSTED ON UPDATE & PROVIDE STATUS MSG OR DLR CLOSE NOTES. THANK YOU. *** PHONE LOG 12/19/2002 02:02:50 PM DACADEMIA ACTION TYPE: OUTGOING CALL CLLD KYLE MACNAUGHTON, & HE IS THE NEW CS ANALYST. ADV THAT CASE IS BEING DISPATCHED TO HIM. *** SUBCASE 200212190274-1 CREATED 12/19/2002 02:08:39 PM DACADEMIA *** NOTES 12/19/02 02:14:17 PM SMAGNANI330 KYLE MACNAUGHTON - CS ANALYST - ADV REP THAT FTS WILL REVIEW CASE ON MONDAY AND WHEN AN APPOINTMENT IS SETTLED ON, THE CLARIFY CASE WILL BE UPDATED. *** NOTES 12/23/02 12:35:24 PM

KMACNAUGHTON330 ALL SEAT BELTS WERE FOUND TO BE OPERATING PROPERLY. IMPACT DID NOT MEET SRS AIRBAG DEPLOYMENT CRITERIA. THE CUSTOMER?S ALLEGATION OF UNINTENDED ACCELERATION COULD NOT BE VERIFIED. *** PHONE LOG 12/31/2002 01:25:12 PM DACADEMIA ACTION TYPE: OUTGOING CALL CLLD DLR SVC DEPT & THERE WAS NO ANSWER. *** PHONE LOG 01/06/2003 01:32:38 PM DACADEMIA ACTION TYPE: OUTGOING CALL CLLD SM AT 732-493-2100 & LEFT A MSG REQ A C/B TO ADVISE IF THE CUST HAS BEEN ADV OF THE VEH INSPECTION RESULTS. *** PHONE LOG 01/08/2003 09:44:03 AM DACADEMIA ACTION TYPE: OUTGOING CALL CLLD SM & HE ADV THAT CUST WANTS LTR IN WRITING ADV OF THE INSPECTION RESULTS. SM ADV THAT THEY HAVE TOLD THE CUST VEH IS OPERATING AS DESIGNED. I CONFIRMED CUST ADDRESS W/SM & WILL SEND A LTR TO CUST. *** PHON

Additional Summary:

Toyota ID No: 200212230950
NHTSA ODI No:
Date of Incident: 20021200
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: NEWARK, CA
NHTSA Summary:
*** PHONE LOG 12/23/02 02:19:44 PM JRIRIE CUST HAS SMOKE COMING OUT OF EXHAUST DURING THE DAY. SEAT BELT IS MAKING NOISE LIKE A CLICKING SOUND. WANTS EXHAUST & SEAT BELT CHECKED. NOT ONLY THAT, BUT THE CUST HAS CONCERN W/VEH LUNGING FORWARD WHEN AT A COMPLETE STOP. DLR ADVISED HIM THAT THIS IS NORMAL. CUST WANTS BETTER EXPLAINATION FOR REASONING, & WHAT WILL BE DONE TO FIX IT. *** NOTES 12/23/02 02:22:37 PM JRIRIE TO: SHARMAIN DOMINIC CSM FROM: JAREN RIRIE LCS 310-468-2190 PLEASE CONTACT CUST TO SET UP APPOINT FOR REPAIRS. CUST HAD BAD EXPERIENCE AT MAGNUSSEN'S LEXUS OF FREMONT, & WANTS TO RETURN TO DLR WHERE VEH WAS PURCH B/C SERVICE WAS SUPERB. CONTACT ME W/ANY QUESTIONS. THANK YOU. *** SUBCASE 200212230950-1 CREATED 12/23/02 02:25:26 PM JRIRIE *** CREATE NO RESPONSE NOTE 12/27/02 06:02:14 AM BY JRIRIE THIS IS NO RESPONSE MESSAGE #1. PLEASE CALL YOUR CUSTOMER IMMEDIATELY. *** CREATE NO RESPONSE NOTE 01/02/03 05:45:27 AM BY JRIRIE THIS IS NO RESPONSE MESSAGE #2. PLEASE CALL YOUR CUSTOMER IMMEDIATELY. *** PHONE LOG 01/02/03 01:24:30 PM JRIRIE ACTION TYPE: INCOMING CALL CUST CLLD TO FIND OUT STATUS OF CONCERN W/VEH LUNGING FORWARD. CUST STS THAT VEH WAS TAKEN TO DLR, BUT NO FIX WAS MADE. ADV CUST THAT I WAS STILL WAITING FOR RESP FROM DLR. *** EMAIL OUT 01/03/03 02:01:45 PM TSURJANI ACTION TYPE: EXTERNAL EMAIL SEND TO: [JAREN_RIRIE@TOYOTA.COM] CC LIST: [NOBODY] CUST CLLD &ASK TO SPEAK TO JRIRIE. APOL TO CUST& ADV REP NOT AVAIL. OFFER TO ASST. CUST STS RECENTLY HAS SVC DONE AT LEXUS OF STEVENSCREEK &STS OIL WAS EMPTY. CUST STS DLR CAME TO OFFICE &REFILL OIL & CUST WAS GIVEN LOANER VEH, AN ES300. CUST STS DOESN?T EXPERIENCE SAME ISSUE W/ LOANER VEH. CUST STS LOANER VEH DOESN?T LUNG FORWARD WHEN BRAKING. CUST STS THIS CONCERN HAS CUST EXPERIENCED FOR 8 MO. CUST STS VERY FRUSTRATED, BEEN WAITING. CUST IS CONCERN IF IT IS ONLY W/ HIS VEH. CUST STS WANTS ISSUE TO BE FIXED OR REPL HIS VEH. CUST STS SPOKE W/ JERRY LUCAS & WAS TOLD LEXUS IS WO

Additional Summary:

Toyota ID No: 200212180368
NHTSA ODI No:
Date of Incident: 20021200
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: FAYETTEVILLE, NC

NHTSA Summary:
*** PHONE LOG 12/18/2002 10:02:57 AM JJOHNSON SHERRY, DLR, CALLED IN TO DOCUMENT CONCERN OF CUST. DLR ADVD THE CUST STD HAD UNINTENDED ACCELERATION WHICH CAUSED VEH TO RUN INTO CURB RESULTING IN FRONT END DAMAGE. DLR STD THAT NO VIN# IS AVAIL AND ADVD IS ONLY REPORTING INFO TO BE DOCUMENTED PER PROCEDURE. DLR THAT CUST MAY WANT VEH BOUGHT BACK AND WOULD CONTACT AREA IF NEED BE. *** CASE CLOSE 12/18/2002 10:03:14 AM JJOHNSON I ADVD WOULD DOC CASE AS REQUESTED. DLR DECLINED FURTHER ASSISTANCE AND ADVD THEY WOULD CONTACT AREA IF NEED TO FOR CUST'S POSSIBLE BUY BACK RQST.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10000125
Date of Incident: 20021201
Vehicle: 2001 TOYOTA AVALON
Location of Incident: GOLETA, CA
NHTSA Summary:
ACCELERATOR PEDAL SOMETIMES REQUIRES EXTRA FORCE TO MOVE CAUSING LURCHING OF VEHICLE. 40K MILES. TOYOTA AVALON XL.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8023991
Date of Incident: 20021208
Vehicle: 2002 TOYOTA HIGHLANDER
Location of Incident: FRESNO, CA
NHTSA Summary:
CONSUMER TRIED TO DISENGAGE THE VEHICLE CRUISE CONTROL, AND WAS UNSUCCESSFUL. VEHICLE CONTINUED TO ACCELERATE AT A HIGH SPEED WHEN CONSUMER ATTEMPTED TO APPLY THE BRAKES. CONSUMER HAD TO TURN THE KEYS IN THE ACCESSORY POSITION, AND ALLOWED THE VEHICLE TO COAST TO A COMPLETE STOP. THE DEALERSHIP HAD BEEN NOTIFIED. PLEASE PROVIDE MORE DETAILS. PH THE DEALERSHIP STATED THE VEHICLE WAS FINE AND THERE HAVE BEEN NO PROBLEMS SINCE *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10002266
Date of Incident: 20021210
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: POMPANO BEACH, FL
NHTSA Summary:
THE VEHICLE WAS DRIVEN AT A SPEED OF 3 MPH WHEN IT SUDDENLY ACCELERATED. THE CONSUMER ALSO COMPLAINED ABOUT THE PEDAL. THE DEALER WAS CONTACTED AND FOUND NOTHING WRONG. TS SCC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10001799
Date of Incident: 20021224
Vehicle: 2003 TOYOTA COROLLA

Location of Incident: HELENDALE, CA
NHTSA Summary:
CONSUMER STATED THAT WHEN TRYING TO ACCELERATE THE PEDAL WILL STICK IN THE IDLE POSITION CAUSING A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. TS
Additional Summary:

Toyota ID No: 200301221025
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: PORTLAND, OR
NHTSA Summary:
*** PHONE LOG 01/22/2003 01:31:12 PM SDEVIA
02 CAMRY -STS THAT HAVING CONCERNS W/ CATALYTIC COVERTER. STS THAT CATALYTIC CONVERTER RELEASES A ROTTEN ODOR THAT GOES INSIDE THE VEH. STS THAT TOOK TO DLR, STS THAT SPK W/ DAVID BAHNER SVC ADV WHO ADV THAT NOTHING THAT COULD BE DONE ON THIS CONCERN. STS THAT SVC ADV EXPL THAT IT WAS THE FUEL ON VEH THAT WAS CAUSING ODOR TO COME TO THE INSIDE THE VEH. STS THAT VEH SURGES FWD WHILE AT STOP. STS DLR LOOKING INTO SURGE CNCRN SKS TO HAVE VEH PERM RPRD FOR ODOR & SURGE.
*** DEALER NOTES: 01/30/03 16:35:57
CUST HAS APPT FOR 1/31/03 2PM TO ROAD TEST WITH TECHNICIAN. DSPM ADVISING NO FIX AVAIL ON "ODOR CONCERNS". WILL CHECK FOR ANY OTHER CAUSES AND CK SURGING PROBLEM.

*** CASE CLOSE 02/04/03 04:32:53 PM DLR36045
COULD NOT DUPL ON ROAD TEST W/CUSTOMER. AGREED W/CUST INTERMITTENT PROBLEM. CUST AGREES TO MONITOR AND NOTIFY WHEN RECURS. ODOR NORMAL CONDITIL CONDITION DUE TO SULFUR IN FUEL. NO FIX AVAIL PER DSPM CUST ADV
Additional Summary:

Toyota ID No: 200302050164
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: NAPLES, FL
NHTSA Summary:
*** PHONE LOG 02/05/2003 08:18:25 AM RWRIGHT
02 CAMRY 2K MI.STS WHEN STEPPING ON BREAK THE RPM'S RACE UP TO APPROX 4K RPM.WAS DRIVING DOWN RD@45 MPH.HEARD SLIGHT RUMBLE AS HE STEPPED ON BRAKE.VEH RUMBLE WHEN BRAKE APPLIED@INTERSECTION THEN THE RPM'S RACED UP.2ND TIME BRAKE APPLIED PUTTING HIM INTO INTERSECTION CROSS WALK.THIS TIME DURING A RED LIGHT.TK TO DLR NTF.TODAY IN PARKING LIGHT SAME THING HAPPENED AGAIN.COULD NOT DUPLIC COND ON HIS OWN.CNCRND FOR SAFETY B/C ONLY VEH COUPLE HAS.WIFE IS AFRAID TO DRIVE VEH.
*** CASE CLOSE 02/10/03 22:41:06 RULEMGR
VEH IN 2/5/03 CAN NOT VERIFY PROBLEM, TEST DROVE EVERYTHING RUNNING NORMAL. CHECK FOR HISTORY AND PRESENT CODE-NO CODE. SYSTEM OPERATING NORMALLY. I SPOKE TO CUST TWICE AS DID SER MGR, PAUL GOLDSTEIN CUST STILL NOT SATISIFIED. BRADD KONERT, DIR OF FIXED OPS CALLED CUST 9:30AM 2/8/03 TO ADV HE BELEIVES CUST IS STEPPING ON GAS & BRAKE AT SAME TIME. CUST ADMITS POSSIBILITY. IF IT HAPPENS AGAIN BRADD WILL DRIVE CUST CAR FOR A FEW DAYS AND PROVIDE LOANER. CUST AGREEABLE TO THIS.

Additional Summary:

Toyota ID No: 200304291498; 200309260694
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: QUEENS VILLAGE, NY
NHTSA Summary:
*** PHONE LOG 04/29/2003 05:20:57 PM TOHIRA
02 CAMRY - CUST STS SOMETIMES VEH ACCELERATES BY ITSELF AND SOMETIMES VEH BRAKE PEDAL SINKS TO THE FLOOR. CUST STS ALSO ENG IDLES ROUGH. CUST STS TOOK VEH TO DLR WHO STS COULD NOT FIND ANYTHING WRONG AND ALSO CHARGED CUST FOR DIAGNOSIS. CUST STS SPOKE TO SERVICE ADVISOR AND CRM NOT INVOLVED. CUST STS ALL CONCERNS ARE INTERMITTENT.
*** NOTES 05/01/2003 01:43:05 PM QHOLMES
CUST C/B STS RCVD F/U FROM CRM WHO ADV CUST CAN NOT START RPR VEH UNTIL CONC DUPLICATED. CUST STS WILL TAKE VEH BACK TO DLR FIVETOWN TOY. NCR APOL & ADV CUST CONC DOC AT HQ.

*** CASE CLOSE 05/02/03 02:29:38 PM DLR31159
CUSTOMER ADVISED CRM THAT HE IS GOING BACK TO 5 TOWNS TOYOTA WHERE THE VEHICLE WAS BOUGHT FROM AND HAVE THEM INSPECT THE VEHICLE.
*** PHONE LOG 09/26/2003 12:27:02 PM EIDA
===ARB=== PREV CASE 200304291498
CUST STS SOMETIMES VEH ACCELERATES BY ITSELF AND SOMETIMES VEH BRAKE PEDAL SINKS TO THE FLOOR. CUST STS ALSO ENG IDLES ROUGH. CUST STS THAT THERE IS A NOISE COMING FROM THE POWER STEERING. CUST STS TOOK VEH TO BOTH DLR'S WHO STS COULD NOT FIND ANYTHING WRONG AND ALSO CHARGED CUST FOR DIAGNOSIS
*** NOTES 09/29/2003 09:27:57 AM WSAMUELS
AS REQUESTED, ARB PPWK SENT TO THIS CUST. VIA 1ST CLASS MAIL DATED 9/29/03. ALLOW 7-10 BUS DAYS FOR ARRIVAL OF PPWK.

*** CASE CLOSE 09/29/03 02:25:22 PM NY5
CASE *DISPATCHED TO JPISTILLI*
*** NOTES 10/20/2003 01:37:57 PM AMOORE
CUST C/B TO ADV PLANS TO SEND LTR AND COPIES OR VEH WORK ORDERS FOR VEH TO NCDS. NCR ADV OKAY WILL DOC TO FILE.
Additional Summary:

Toyota ID No: 200310091021
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2003 TOYOTA, LEXUS CAMRY
Location of Incident: CHICAGO, IL
NHTSA Summary:
*** PHONE LOG 10/09/2003 03:47:11 PM TOHIRA
03 CAMRY - CUST STS WINDOWS WERE SQUEAKING WHEN IT RAINED. CUST STS THE WATER WOULD STAY IN THE DOOR FOR FEW DAYS AFTER THE RAIN. CUST STS DLR WORKED ON WINDOW 2X BUT CONCERNS CONTINUE. CUST STS SPOKE TO MARK AND CRM NOT INVOLVED.
*** NOTES 10/09/2003 03:47:12 PM TOHIRA

CUST STS WHEN BRAKING, VEH SOMETIMES LUNGES FORWARD. CUST STS GOT INTO AN ACCIDENT B/C OF THIS WHICH COST $650 TO REPAIR.

*** CASE CLOSE 10/22/03 03:55:38 PM DLR12093
MELVIN FIELD TECH. INSP. & TESTDROVE MS PHILLIPS CAR , COULDN'T NOT DUPLICATE CONDITION. CAR DRIVES & BRAKES NORMAL. CAR BRAKES AS DESIGNED

Additional Summary:

Toyota ID No: 200305220767
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY SOLARA
Location of Incident: GLEN COVE, NY
NHTSA Summary:
*** PHONE LOG 05/22/2003 12:56:28 PM NRIVEIRA
PA
02 SOLARA W/7K MI. CUST STS HAS TAKEN VEH TO DLR 6X FOR SAME CONDERN. CUST STS VEH HAS A CONCERN W/ THE ACCELERATION & THAT WHEN CUST PUTS HIS FOOT ON THE BRAKES, THE VEH SURGES FORWARD. CUST STS VEH HAS BEEN DOING THIS FOR THE PAST COUPLE OF MONTHS. CUST STS TOOK VEH TO DLR JIMMY/SERV MGR DIDN'T EVEN LOOK @ THE VEH & STS DLR COULDN'T DUPLICATE THE CONCERN WHEN DOING THE RIDE-ALONG.
*** NOTES 05/22/2003 12:58:29 PM NRIVEIRA
>>> NOTES CONT: CUST STS THEN TOOK VEH TO AN INDEP MECH WHO TOLD CUST THAT THERE IS SOMETHING WRONG W/ THE VEH COMPUTER WHICH IS CAUSING VEH TO ACCELERATE WHEN IT SHOULD BE BRAKING. CUST STS VEH HAS BEEN SITTING @ THE DLR & NOTHING HAS BEEN DONE TO IT. CUST STS HE CANNOT GET HIS VEH UNTIL JIMMY/SERV MGR IS BACK IN THE OFFICE & THAT NO RENTAL OFFERED. CUST STS IS NOT SATISFIED W/ THE FACT THAT HE PD SO MUCH MONEY FOR A VEH THAT IS DANGEROUS
*** DEALER NOTES: 05/23/03 05:16:01
HAS NEVER BEEN ABLE TO DUPLICATE. MR SITA HAS BEEN A LONG TIME CUST OF DEALER. DEALER IS JUST AS FRUSTRATED AND WILL DO ANY THING WE POSSIBLY CAN TO HELP RESOLVE ISSUSES WITH VEHICLE
*** NOTES 05/23/03 05:26:38 AM NY5
CASE DISPATCHED TO DSPM J. PISTILLI AND CC FTS J NEIL.

*** CASE CLOSE 05/23/03 07:34:30 AM NY5
DSPM SPOKE WITH CUST, INFORMED CUST CONDITION IS NORMAL, CUST VERY CONCERNED. DSPM TO SET UP APPT WITH FTS TO INSPECT VEH
Additional Summary:

Toyota ID No: 200301071160
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GARDEN CITY, NY
NHTSA Summary:
*** PHONE LOG 01/07/2003 03:11:07 PM ESTAPLES
=== LEMON LAW ===RECEIVED VIA CERTIFIED MAIL 1/2 AT HAMILTON OFFICE, TMS HQ RCVD CONSUMER'S LTR 1/7. CST STS CNCRN (ED) WITH BRAKES - SQUEAKS - SUSPENSION - NOISE/VIBRATION, DRIVEABILITY - VEH ACCELERATES ON ITS OWN AT HIGH SPEED. MULT REPAIR ATTEMPTS - ISSUES STILL EXIST. CONTACT CUST'S ATTORNEY.

MORGANSTERN & QUATELA
310 OLD COUNTRY ROAD, SU 101
GARDEN CITY, NY 11530
(516) 739-8300, FAX (516) 739-8390
ALLEN R MORGANSTERN ATTORNEY
*** NOTES 01/08/03 07:28,54 AM NYS
CASE DISPATCHED TO DSPMS D TOWNSEND AND J PISTILLI AND CC H DIVER AND J NEIL

*** CASE CLOSE 01/24/03 04 17 35 AM NYS
DSPM SPK AND TEST DROVE VEH WITH CUST. ADV THAT VEH IS OPERATING TO SPEC. ALL SENSORS AND SYSTEMS OPERATING PROPERLY CUST IS OK WITH DIAG
Additional Summary:

Toyota ID No: 200304011294
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: HENDERSON, NV
NHTSA Summary:
*** PHONE LOG 04/01/2003 05 00 15 PM TOHIRA
CUST STS WHEN STOPS VEH, IT REVS REALLY FAST AND HIGH AND VEH MAKES CLICKING NOISE. CUST STS WHEN EASE OFF BRAKES, EVERYTHING STOPS CUST STS HAS NOT BEEN TO DLR YET

*** CASE CLOSE 04/02/03 05:31:49 PM DLR27020
LEFT MESSAGE FOR CUSTOMER TO CALL AND MAKE AN APPOINTMENT AND WE WILL BE GLAT TO ADDRESS HIS CONCERNS. CUSTOMER HAS NEVER BEEN TO THIS DEALERSHIP
Additional Summary:

Toyota ID No: 200305130606
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAFAYETTE, IN
NHTSA Summary:
*** PHONE LOG 05/13/2003 10 32 42 AM KMENDOZA
SVC SURVEY -STS THE SVC DEPT TREATED THEM VERY WELL BUT THE CNCRN THEY BROUGHT THE VEH IN FOR WAS NOT RESOLVED. STS THE VEH LUNGES FORWARD WHEN FOOT IS ON THE BRAKE STS COND IS INTERMITTENT AND THE DLR HAS NOT BEEN ABLE TO DUP CUST CNCRND AS FLS THAT THE COND COULD CAUSE HER TO HIT A PEDESTRIAN OR VEH WHILE IN FRONT OF THEM. STS THE DLR HAS ASKED CUST TO LEAVE VEH FOR A FEW DAYS BUT CUST SKS LOANER WHILE LEAVES IT. DLR ADV UNAVAIL FOR DIAG ATTEMPTS
*** NOTES 05/22/2003 01 56 28 PM LESPINOZA
CUST C/B STS HAS NOT BEEN CONTACTED BY THE DLR NCR ADV CUST WILL ISSUE A NO RESPONSE AND ADV DLR TO CONTACT ASAP. *** CREATE NO RESPONSE NOTE 05/22/2003 01 56:41 PM BY LESPINOZA
THIS IS NO RESPONSE MESSAGE #1 PLEASE CALL YOUR CUSTOMER IMMEDIATELY

*** CASE CLOSE 05/23/03 09 02 48 AM DLR13027
SM CALLED TECH LINE AND TALKED TO FTS AND DSM THERE IS NO RECORD OF ANY SAME CONDITTION SM CALLED CUST AND DISSUSED POSS SOLUTION TO DUPLICATING CONDITION CUST AGREED TO POSS BRINGING IN WHEN CONDITION IS OCCURING SM

EXPLAINED WITH OUT CONDITION EVIDENT AND WITH PASSED INSPECTION OF SYSTEM BEING OK NO REPAIRS CAN BE PREFORMED ADVISED CUST WOULD IN THE MEAN TIME SEEK MORE INFO AND ADVISE IF ANY THING COMES UP
*** NOTES 03/11/2004 07:38 40 AM MSOLORIO
CUST C/B SHE FEELS THE CURRENT ISSUE WITH THE ENGINE SURGE APPLIES TO HER VEH AND CUST WOULD LIKE TO KNOW WHAT INFO TOY HAS AT THE MOMENT NCR ADV CUST WOULD LIKE TO KNOW THE NUMBER TO THE NHTSA 1-800-424-9393
Additional Summary:

Toyota ID No: 200301101020
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MARIETTA, GA
NHTSA Summary:
*** PHONE LOG 01/10/03 02 24:36 PM DMURPHY PREVIOUS CASE 200212120266 CUST IS CONCERNED WITH THE TRANSMISSION ON HIS VEH STATING THAT "THE TRANSMISSION HAS BEEN UNPREDICTABLE WITH A STUTTERING EFFECT TO ACCELLERATION". *** PHONE LOG 01/10/03 02 51.02 PM DMURPHY ACTION TYPE: INCOMING CALL CALLED THE CUST AND HE ADVISED THAT HE IS NOT SURE WHAT IT IS THAT HE WOULD LIKE TO TRY AND DO AT THIS POINT BUT HE IS AWARE THAT THERE IS AN UPDATE EXPECTED IN MID 2003 TO REMEDY THE CONCERNS THAT HE HAS DESCRIBED AND HE WILL DEFINATELY TALK TO HIS WIFE ABOUT GETTING THAT ISTALLED AS AN OPTION ANOTHER OPTION THAT HE HAS CONSIDERED IS THE POSSIBILITY OF A 2003 ES 300 OR LS 430 OR BOTH. THE CUST IS GOING TO THINK ABOUT WHAT IT IS THAT HE WOULD LIKE TO DO AND GET BACK TO ME IN REGARD TO HIS DECISION I ADVISED THE CUST THAT I WILL CALL ON 1/16/03 IF I DO NOT HEAR FROM HIM FIRST *** SUBCASE 200301101020-1 CREATED 01/10/03 02:51:45 PM DMURPHY *** PHONE LOG 01/13/03 10:36.03 AM DMURPHY ACTION TYPE: OUTGOING CALL RETURNED A CALL TO THE CUST AND LEFT A MESSAGE THAT I WOULD TRY AND CALL HIM AGAIN IN THE AFTERNOON 1/13/02. *** PHONE LOG 01/13/03 02.27 52 PM DMURPHY ACTION TYPE: INCOMING CALL RECEIVED A CALL FROM THE CUST WHO STATED THAT HIS WIFE FEELS INSECURE IN HER VEH AND THAT WHEN THE VEH IS AT A STOP SIGN OR LIGHT IT SEEMS THAT THE VEH LURCHES FOWARD. THE CUST STATES THAT HE WOULD LIKE TO GET INTO A 2003 ES IF POSSIBLE AND NOT WAIT FOR THE UPDATE TO COME IN MID 2003 BECAUSE HE WAS TOLD THE UPDATE WOULD BE AVAILABLE IN LATE 2002 AND IT DID NOT COME. I ADVISED THAT I WOULD LOOK INTO THE REQUEST THAT MR. COMSUDES HAS MADE AND CALL HIM BACK BY 1/17/03. THE CUST ADVISED THAT HE WILL ALSO BE IN THE MARKET FOR AN LS 430 IN THE NEAR FUTURE AFTER HE HAS TAKEN CARE OF THE CONCERN THAT HE HAS CURRENTLY *** PHONE LOG 01/13/03 04.11:46 PM DMURPHY ACTION TYPE: INCOMING CALL RECEIVED A CALL FROM THE CUST WHO ADVISED THAT HE SPOKE TO THE DLR AND THAT THE 2003 VEHS ARE EXHIBITING
Additional Summary:

Toyota ID No: 200303050801
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: WHITINSVILLE, MA
NHTSA Summary:
*** PHONE LOG 03/05/2003 12:29:45 PM AUZEMACK
=== FCRP===

CUST STS WAS INVOLVED IN AN ACCIDENT THAT CUST FLS WAS CAUSED BY VEH CUST STS WAS PULLING INTO A DRIVEWAY AND VEH BEGAN ACCELERATING ON ITS OWN AND CUST THEN HIT A STONE WALL CUST STS AIRBAGS DID DEPLOY.
LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 03/06/03 07:29 48 AM BOS2
RCR L/M FOR FTS, AD TO RETURN CLL WITH INSPECTION TIME
*** NOTES 03/06/03 10 13:14 AM BOS2
RCR RECD CLL FROM FTS WHO WAS ON HIS WAY TO BERNARDI. HE WILL INSPECT THE VEH TODAY.
*** NOTES 03/06/03 10:13 27 AM BOS2
RCR WILL CONTACT CUST
*** NOTES 03/06/03 10:31 51 AM BOS2
RCR CONTACTED CUS WIFE AND EXPLAINED THAT ONE OF OUR TECHNICAL EXPERTS WAS GOING OUT TO BERNARDI TODAY TO INVESTIGATE. EXPLAINED THAT HE WILL TAKE PICTURES AND WRITE UP A REPORT AS TO WHAT OCCURRED WITH THIS VEH AND THE ACCIDENT RCR WILL THEN HAVE 30 DAYS TO RESPOND IN WRITING. CUS WIFE DID ASK IF THE CAR WAS DETERMINED TO BE TOTALLED WHAT WOULD HAPPEN NEXT. RCR STATED THAT FROM A MANUFACTURER'S STANDPOINT WE WOULD NOT KNOW UNTIL THE REPORT COMES IN AND A
*** NOTES 03/06/03 10 33:54 AM BOS2
........DETERMINATION IS MADE. RCR DID SAY THAT THE CUST WAS FREE TO DO WITH THE CAR WHAT SHE PLEASED SHE DID WANT TO MAKE A NOTE THAT WHEN SHE PURCHASED THE VEH AT BERNARDI THEY WERE VERY PROFESSIONAL BUT AFTER ACCIDENT VERY INCONSIDERATE WHEN IT CAME TO THEIR DEALINGS W/CUST THEY IMMEDIATELY REFERRED TO NATIONAL CUSTOMER RELATIONS.

*** CASE CLOSE 03/20/03 06 04:58 AM BOS2
RCR RECD REPORT FROM FTS. AD. WILL CONTACT CUST VIA LETTER STATING THE OUTCOME OF THE CASE-NO MANUFACTURING DEFECT CAUSED THE ACCIDENT
Additional Summary:

Toyota ID No: 200312170492
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MIEOLA, NY
NHTSA Summary:
*** PHONE LOG 12/17/2003 10 17.51 AM KWOODS
LTR: CUST STS WOULD LIKE TO MAKE SUGGESTIONS FOR PRODUCT FLS STEERING SHOULD HAVE BEEN TELESCOPIC OR FURTHER INTO CABIN, FRONT SEAT SHORT DOES NOT PROVIDE ADEQUATE SUPPORT FLS ARM REST SHOULD SLID FORWARD TO BE CLOSER TO STEERING WHEEL. FLS EACH DOOR SHOULD HAVE A LIGHT SO ON COMING DRIVERS CAN SEAT DOOR IS OPEN.CUST ALSO STS JERK WHEN SHIFT FROM PARK TO DRIVE AND ENGINE SURGE WHEN STOPPED AT LIGHT OR STOP SIGN.STS WILL BE GOING TO DLR SKS TO KNOW IF TOYOTA WILL >>>>
*** NOTES 12/17/2003 10 18 27 AM KWOODS
<<<PROVIDE LOANER IF VEH KEPT FOR EXTENDED PERIOD OF TIME.

*** CASE CLOSE 12/17/2003 10:22.51 AM KWOODS
NCR C/B CUST L/M ADVSING LTR RECEIVED ADV CUST MAY C/B CAC NEXT REP. IF CUST C/B PLEASE ADV SUGGESTIONS HAVE BEEN DOCD, PROBED IF DLR HAS YET TO ADDRESS VEH CONCERNS ADV IF WARR RPR 8+ HRS WARR PROVIDES TRANSPORT ASSISTANCE IF DLR HASN'T RPRD VEH MAY PROBE DLR NAME AND OPEN IF NECESSARY

Additional Summary:

Toyota ID No: 200306131246
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MIAMI, FL
NHTSA Summary:
*** PHONE LOG 06/13/2003 06:03 01 PM JJOHNSON DISPATCH 6/10/03 RCVD. CUST STD SEEMS LIKE ACCELERATOR PEDAL STICKS. CUST STD HAS TO PUSH DOWN HARD TO GET VEH TO GO CUST STD WHEN STOPPED AT RED LIGHT, VEH MOVES BY ITSELF AS IF STRUCK FROM BEHIND CUST STD WHEN MERGING INTO TRAFFIC. VEH DOES NOT SEEM TO HAVE ENOUGH POWER TO PICK UP SPEED. CUST STD SVC REP STD OTHER PEOPLE HAVE COMPLAINED. NOTHING CAN BE DONE. & MORE EXPENSIVE MODELS HAVE SAME CONCERN CUST STD WAS SHOCKED RE INFO. CUST STD IS SAFETY CONCERN *** COMMIT 06/13/2003 06 03 26 PM JJOHNSON ACTION TYPE CUSTOMER *** NOTES 06/16/2003 05:54:33 PM JJOHNSON TO: PATTY RODRIGUEZ, CSM FROM JOSEPH JOHNSON, LCS TEL# 310-468-2593 HI PATTY, CAN YOU PLEASE ADV IF CUST'S VEH IS OPERATING AS DESIGNED OR IF ADDTL INSPECTIONS ARE REQUIRED TO DIAGNOSE CUST'S CONCERNS REGARDING "STICKING" GAS PEDAL, VEH MOVES FORWARD AUTOMATICALLY, AND HESITATION WHEN CHANGING LANES IF FURTHER INSPECTION IS NEEDED, PLEASE PROVIDE DLR NOTES (NOT CLOSE NOTES) ADVISING DATE OF INSPECTION THANKS, JOSEPH *** SUBCASE 200306131246-1 CREATED 06/16/2003 05:55 03 PM JJOHNSON *** CREATE NO RESPONSE NOTE 06/18/2003 05:58:21 PM BY JJOHNSON THIS IS NO RESPONSE MESSAGE #1. PLEASE CALL YOUR CUSTOMER IMMEDIATELY *** CREATE NO RESPONSE NOTE 06/29/2003 03 19 54 PM BY JJOHNSON THIS IS NO RESPONSE MESSAGE #2. PLEASE CALL YOUR CUSTOMER IMMEDIATELY. *** PHONE LOG 07/10/2003 10.10:30 AM JJOHNSON ACTION TYPE. OUTGOING CALL CALLED CUST, NOT AVAIL. LEFT MSG TO CALL ME BACK TO POSSIBLY DISCUSS LEXUS' POSITION REGARDING VEH HESTATION IF CUST CALLS, PLEASE ASK IF SHE WOULD LIKE FOR LEXUS TO SEND HER DOCUMENATION REGARDING OUR LEXUS ENGINEERS WORKING TOWARD VEH RESPONSE IMPROVEMENTS IF CUST AGREES, PLEASE CONFIRM ADDRESS AND ADVISE I WOULD BE HAPPY TO SEND DOCUMENTATION. THANKS *** EMAIL OUT 07/10/2003 03:09:06 PM MSPANN1 ACTION TYPE: EXTERNAL EMAIL SEND TO. [JOSEPH_JOHNSON@TOYOTA.COM] CC LIST: [NOBODY] CUST RETURNED CALL FOR JJOHNSON ADV CU
Additional Summary:

Toyota ID No: 200304030232
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MIAMI, FL
NHTSA Summary:
*** PHONE LOG 04/03/03 08:28.45 AM JRIRIE CUST HAS CONCERNS W/HIS VEH LUNGING FORWARD WHEN HE IS STOPPED CUST ALSO UNHAPPY ABOUT HIS WINDSHIELD THAT IT IS DISTORTED CUST WANTED TO KNOW WHO TO CONTACT & WHERE. *** CASE CLOSE 04/03/03 08.28.47 AM JRIRIE
Additional Summary:

Toyota ID No: 200311030522
NHTSA ODI No:
Date of Incident: 20030000

Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BAYSIDE, NY
NHTSA Summary:
*** PHONE LOG 11/03/2003 09:27:27 AM JSTEVENS CUST STS THAT HE HAS HAD A PROBLEM WITH ENGINE RACING WHEN VEH IS STOPPED AND HE IS PRESSING ON BRAKE. CUST STS THAT DLR DIAGNOSED ISSUE AS THE MAT UNDER GAS PEDAL INTERFERING WITH GAS PEDAL. CUST STS THAT HE TOOK OUT MAT AND PROBLEM CONTINUES. CUST STS THAT HE WAS TOLD TO CONTACT LCS TO SCHEDULE APPT W DOM. *** NOTES 11/03/2003 09:28:55 AM JSTEVENS TO: WILLIAM FINSILVER, CSM FR: JAKE STEVENS, 310-468-5242 COULD YOU PLS ADV IF THERE IS MORE PERTINENT INFO W CUSTS SIT? DO WE NEED TO SCHEDULE APPT WITH DOM? WHEN WILL DOM BE AT YOUR DLR NEXT? PLS ADV. *** SUBCASE 200311030522-1 CREATED 11/03/2003 09:31:51 AM JSTEVENS *** NOTES 11/04/2003 10:02:56 AM JSTEVENS SHEILA IS SVC WRITER *** NOTES 11/04/2003 10:06:46 AM JSTEVENS SHEILA STS THAT SHE IS AVAILABLE ON THE 12TH AND THAT CUST CAN DROP OFF THE VEH AND COME PICK UP A LOANER. *** NOTES 11/05/2003 10:17:48 AM JSTEVENS CUST STS THAT THIS IS THE THIRD TIME VEH HAS BEEN IN FOR 1. RADIO, 2. SMELL, 3. RACING ENGINE CUST STS THAT VEH WILL GO IN TOMORROW. CUST WAS TOLD THAT ANDREW JONES, SM WILL BE IN TOMORROW. I TOLD CUST WE WOULD MONITOR SIT AND F/U WHEN MORE INFO WAS AVAILABLE. *** NOTES 11/07/2003 11:03:41 AM JSTEVENS SHEILA FROM DLR CALLED AND STS THAT VEH HAS ARRIVED. IT IS THE THIRD TIME THAT VEH HAS BEEN IN. DLR WILL DIAGNOSE THE VEH AND ADV OF SIT. IF NOTHING IS DIAGNOSED, WE WILL TALK WITH DOM. *** PHONE LOG 11/11/2003 03:13:48 PM JSTEVENS ACTION TYPE: INCOMING CALL CUST STS THAT HE RECIEVED CALL FROM SHEILA TELLING HIM TO COME PICK UP THE VEH. CUST WAS TOLD EARLIER IN THE DAY THAT DOM WOULD BE COMING BY ANDREW JONES. CUST DOESN'T KNOW WHAT TO DO BUT DOES NOT WANT TO PICK UP VEH UNTIL VEH WORKS PROPERLY. CUST RQSTS THAT I CALL DLR TOMORROW MORNING AND INFORM HIM OF PROGRESS AND WHAT SHOULD BE DONE. *** PHONE LOG 11/12/2003 09:15:17 AM JSTEVENS ACTION TYPE: OUTGOING CALL CUST EXPRESSED EXTREME DISATIS WITH VEH AND SVC RECIEVED. CUST WILL
Additional Summary:

Toyota ID No: 200304040829
NHTSA ODI No:
Date of Incident: 20030000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BUCKHANNON, WV
NHTSA Summary:
*** PHONE LOG 04/04/2003 01:50:34 PM JSPENCER
====FCRP====
CUST'S HUSBAND BARRY, STS WIFE WAS STOPPED IN PARKING LOT & LIFTED OFF BRAKE & GAS PEDAL WAS STUCK & VEH FLEW FORWARD & CRASHED INTO A VAN. STS AFTER CRASH ENGINE WAS STILL REVVING. CUST STS WILL HAVE WIFE C/B B/C HE DOESN'T HAVE ALL INFO RELATING TO ACCIDENT.
LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 04/04/2003 02:24:43 PM ADUNKLEY
CUST'S ACCOUNT OF INCIDENT: CUST STS HOTEL HAD CANAPOY NEAR ENTRANCE, GAS PEDAL BECAME INOPERATIVE CAUSING VEH TO RACE FORWARD. CUST STS VEH HIT BACK OF PARKED VAN. VEH WENT UNDER BUMP OF VAN. CUST STS WAS ABLE TO PUT VEH IN REVERSE, BUT ENGINE STAYED REVVED UP
*** NOTES 04/07/03 09:11:08 AM CIN2
SPK W CUSTOMER. VEHICLE IS LOCATED @ ATLAS BODY SHOP ON MARKET STREET IN AKRON OHIO (330-784-5150). I CALLED BODY SHOP SPOKE WITH JOE, STATES "COME ON OUT AND INSPECT". I ADV CUST WE CAN ONLY DO INSPECTION IF VEHICLE HAS NOT BEEN REPAIRED AND ALLOW 30 DAYS FOR INSPECTION, IF NEEDED - SAID OK.

*** NOTES 04/07/03 10:17:00 AM CIN2
EMAILED CASE TO M. CLEMENS, DSPM
*** NOTES 04/07/2003 03:13:39 PM AUZEMACK
CUST C/B AND ADV CANNOT WAIT 30 DAYS FOR AN INPECTION. NCR APOL AND ADV THAT 30 DAYS IS THE TIME WINDOW FOR THE INSPECTION AND IF CUST CANNOT WAIT FOR THAT TIME THEN CUST MAY HAVE VEH REPAIRED AND FOREGO THE INSPECTION AND THEN SUBMIT ALL CONCERNS IN WRITING TO TMS LEGAL FOR FURTHER CONSIDERATION. CUST ADV SKS A C/B FROM CIN REGION RE. MORE SPECIFIC INSPECTION. CUST REQUESTED SUPERVISOR. NCR APOL AND ADV WILL HAVE TL C/B IN 24 HRS. NCR CONFIRMED PHONE #.
*** NOTES 04/07/03 03:37:48 PM SGARDNER
NCR TOOK CALL AS A SUPERVISOR CUS SKS TO GET A TIME FRAME OF WHEN VEH WILL BE LOOKED AT STS WIFE WAS ADV UP TO 30 DAYS.FLS THIS IS NOT ACCEPTABLE NCR ADV WILL PASS CONCERN TO REGIONAL OFFICE.NCR WILL CONTACT REGIONAL OFFICE TOMORROW AFTER DISCUSSING CASE W/APPROPRIATE ANALYST.
*** NOTES 04/08/03 06:28:16 AM CIN2
LEFT VM MSG FOR M. CLEMENS, DSPM TO CALL IN R
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293647
Date of Incident: 20030101
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: FAIRFAX, VA
NHTSA Summary:
I OWNED A 2000 TOYOTA CAMRY V6 WHICH I TRADED FOR A NEW 06 CAMRY 4 CYLINDER. WHEN THE RECALL WAS ANNOUNCED YESTERDAY ABOUT THE AUTOMATIC ACCELERATION PROBLEM I REMEMBERED THAT I TOO HAD TWO INCIDENTS WITH MY 2000 CAMRY WHERE IT AUTOMATICALLY ACCELERATED. IT SCARED ME AT THE TIME AND I REPORTED IT TO THE DEALER, BUT THEY COULD NOT FIND A PROBLEM WITH THE CAR. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10006685
Date of Incident: 20030104
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LIVINGSTON, NJ
NHTSA Summary:
WHILE TRYING TO APPLY BRAKES AT A SLOW SPEED, THE PEDAL GOES TO THE FLOOR AND VEHICLE PROCEEDED AND CAUSED THE VEHICLE TO SLAM INTO BENCHES. THE DEALER REPRESENTATIVE TESTED THE VEHICLE AT HIGH SPEEDS, IN WHICH NO PROBLEM WAS FOUND. PH SCC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10002413
Date of Incident: 20030104
Vehicle: 2003 TOYOTA ECHO
Location of Incident: BALSAM LAKE, WI
NHTSA Summary:

WHILE DRIVING AT ANY SPEED AND WITHOUT WARNING THE VEHICLE WILL ACCELERATED AND IT BECAMES DIFFICULT FOR THE CONSUMER TO GET THE VEHICLE TO DECELERATE RESULTING IN VEHICLE DAMAGE. THE DEALER HAS BEEN NOTIFIED. *NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10002570
Date of Incident: 20030105
Vehicle: 2002 TOYOTA RAV4
Location of Incident: CHICAGO, IL
NHTSA Summary:
VEHICLE ACCELERATES ON ITS OWN WITHOUT PRESSING ACCELERATER. VEHICLE WAS INVOLVED IN TWO COLLISIONS BECAUSE OF THIS PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION.*JB. . *AK
Additional Summary:

Toyota ID No: 200301100793
NHTSA ODI No:
Date of Incident: 20030107
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: BALTIMORE, MD
NHTSA Summary:
*** PHONE LOG 01/10/2003 12:47:36 PM JMUELLER
===DLR PRODUCT INSPECTION===CUST STS 02 CAMRY WAS IN AN ACCIDENT 1-7-03. CUST STS WAS SITTING IN DRIVE THROUGH AND ALL OF A SUDDEN VEH LUNGED FORWARD CUST STS FOOT BRAKE PEDAL WAS NOT WORKING AT ALL. CUST STS HAD TO PULL THE EMERGENCY BRAKE TO STOP THE VEH. CUST STS HAS NO CLUE WHAT CAUSED THIS TO HAPPEN. DLR PRODUCT INSPECTION CONTACT REGION IF NECESSARY
*** CASE CLOSE 01/14/03 07:17:52 AM DLR19027
CUST. INFORMED THAT CAR IS AT R&H AND WE WILL HAVE TECH CHECK CAR, AND HAVE CHUCK SWEENEY (SHOP FORMAN CHECK OUT CAR AND BRKES ALSO, & LET CU & LET CUST NO RESLTS PL CL. CUST UNDRSTANDS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10008734
Date of Incident: 20030114
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BRONX, NY
NHTSA Summary:
THE CONSUMER EXPERIENCED SUDDEN ACCELERATION WITH THIS VEHICLE AND A NEWLY PURCHASED 2003 CAMRY. *JB SCC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10003939
Date of Incident: 20030115
Vehicle: 2002 GULF TOYOTA CAMRY
Location of Incident: FOREST HILLS, NY
NHTSA Summary:

CONSUMER CALLED COMPLAINING WHILE DRIVING THE VEHICLE AT LOW SPEED WHEN SUFFER A SUDDEN ACCELERATION CAUSING A DAMAGE TO THE VEHICLE. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. TS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10002800
Date of Incident: 20030115
Vehicle: 2001 LEXUS RX300
Location of Incident: QUINCY, MA
NHTSA Summary:
2001 LEXUS RX300, 30DEGREE OUTSIDE TEMP, VEHICLE WARMED UP UNTIL HEATED SEATS WORKED, DROVE VEHICLE ABOUT 80 YARDS FORWARD. VEHICLE PUT INTO REVERSE, SUDDEN ACCELERATION OCCURED AT FULL THROTTLE, BRAKES DID NOT FUNCTION, UNABLE TO SHIFT INTO DRIVE POSITION WITH VEHICLE IN MOTION, RPM NEEDLE AT REDLINE 8000RPM. VEHICLE FINALLY BROUGHT TO SCREECHING AND SHAKING STOP WHEN SHIFTED INTO PARK. ENGINE WAS SHUT OFF. WHEN STARTED AGAIN, RMP NEEDLE JUMPED UP TO REDLINE AGAIN AND STAYED THERE. THIS REPEATED ABOUT 5 TIMES. ACCELERATION WAS STUCK AT FULL THROTTLE. NO COLLISION. VEHICLE MALFUNCTION REPORTED TO DEALERSHIP, VEHICLE TOWED FOR DIAGNOSIS AND REPAIRS. NOTICED TICKING SOUND COMING FROM DRIVERS SIDE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10262796
Date of Incident: 20030118
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ATLANTA, GA
NHTSA Summary:
FOLLOWUP TO ODI #10256120. INFORMED BY TOYOTA REP THAT YOUR AGENCY PERFORMED TWO INVESTIGATIONS F THE 2003 CAMRY RESPECTING ACCELERATION SURGES BUT RETURNED NO FINDINGS OF VEHICLE FAILURE.YOUR WEBSITE RECOUNTS ABOUT 130 REPORTS OF SUCH 2003 CAMRY FAILURES MOSTLY (102) UNDER VEHICLE SPEED CONTROL , SOME UNDER POWER TRAIN AUTO TRANS & VSC ACCELERATOR PEDAL. FOR FORD TAURUS I COUNTED 12; HONDA ACCORD AND CHEVROLET MALIBU 20+ - ALL FOR MODEL YEAR 2003. AS % OF CARS SOLD QUITE SMALL EVEN FOR CAMRY BUT AS AN OCCURRENCE RATIO OF 6-1 OR 10-1 VS. THE OTHER MODELS QUITE IMPRESSIVE . THE FACT YOU CONDUCTED TWO INVESTIGATIONS OF CAMRY IS TELLING IN AND OF ITSELF. HOW MANY ACCELERATOR INVESTIGATIONS DID YOU CONDUCT FOR THE 2003 TAURUS, ACCORD & MALIBU? ABSENT AN AIRPLANE LIKE RECORDER HOW CAN YOU BE ASSURED THAT THERE WAS NO VEHICULAR FAILURE? THE ALTERNATIVE IS TO IMPLY THAT CAMRY OPERATORS ARE LESS COMPETENT THAN DRIVERS OF OTHER MAKES. *TR HARVEY MILLER
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10003476
Date of Incident: 20030125
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SAN DIEGO, CA
NHTSA Summary:

I HAD BACKED OUT OF PARKING SPACE WHEN I PUT 2003 TOYOTA CAMRY IN DRIVE, IT SURGED FORWARD. I BRAKED BUT THE VEHICLE ACCELERATED. I DEPRESSED BRAKE FULLY, NONETHELESS THE CAR ACCELERATED UNCONTROLLABLY AND VERY QUICKLY VEHICLE ONLY STOPPED BY VIOLENT COLLISION WITH TWO PARKED VEHICLES AND CEMENT BLOCKS. ONLY GOOD FORTUNE PREVENTED DEATHS OF ANY PASSERS BY. WITNESSES OBSERVED MY FOOT FULLY ON THE DEPRESSED BRAKE PEDAL AS THE CAR WAS AT REST AFTER THE ACCIDENT

Additional Summary:

Toyota ID No: 200302070282
NHTSA ODI No:
Date of Incident: 20030200
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: DALAND, FL
NHTSA Summary:
*** PHONE LOG 02/07/2003 09:10:46 AM CHALL CUST STS WIFE HAD FOOT ON BRAKE WHILE PARKING AND VEH SPED UP OVER THE CURB AND INTO A BUILDING. CUST STS BUMPER WAS DAMAGED. CUST STS HIS INSURANCE IS COVERING IT. CUST STS INTERNET ADV THIS HAS OCCURRED TO OTHER OWNERS. HE ADV IT WAS ON THE NHTSA WEBSITE. CUST UPSET INSURANCE WILL GO UP AND HAS TO BUY ANOTHER LEXUS B/C WIFE DOES NOT HAVE CONFIDENCE. THE DIFFERENCE HE HAS TO PAY IS $11,200 *** NOTES 02/07/2003 09:14:00 AM CHALL TO ALLEN SANDBERG FROM CHRIS HALL 310-468-2648 CUST STS THAT HIS VEH SUDDENLY ACCELERATED WHILE HIS WIFE WAS PARKING AND HER FOOT WAS ON THE BRAKE. CUST STS THAT HE FOUND INFO ON THE INTERNET THAT OTHER OWNER'S HAVE EXP THIS. CUST WANTS TO KNOW WHY THIS OCCURRED AND ASST W/PURCH OF RX OR ASST W/SRVC OF NEW VEH. PLEASE REVIEW AND F/U. THANKS, CHRIS *** SUBCASE 200302070282-1 CREATED 02/07/2003 09:14:21 AM CHALL *** PHONE LOG 02/11/2003 07:32:59 AM CHALL ACTION TYPE: INCOMING CALL CLLD SM ALLEN SANDBERG AND HE ADV ME THAT HE WAS NOT AWARE OF THIS AND TO CONTACT DOM FOR INSPECTION *** PHONE LOG 02/11/2003 08:01:24 AM CHALL ACTION TYPE: OUTGOING CALL CLLD DOM LINDEY DUVALL AND SHE ADV WE NEED TO ARRANGE FOR A PIR *** PHONE LOG 02/11/2003 08:02:35 AM CHALL ACTION TYPE: OUTGOING CALL CLLD CUST AND LEFT MSSG FOR C/B. ** PLEASE ADV CUST THAT I CONTACTED THE SM ALLEN SANDBERG AND HE HAD NOT RCVD ANY DOC FROM THE OWNER AND I WANTED TO GET THE LOCATION OF THE VEH SO WE CAN CONDUCT A PIR AND SEE IF ANY WORK HAS BEEN DONE TO VEH AT THIS POINT. *** EMAIL OUT 02/11/2003 02:53:52 PM JBROCATO ACTION TYPE: EXTERNAL EMAIL SEND TO: [CHRIS_HALL@TOYOTA.COM] CC LIST [NOBODY] CUST RETURNED YOUR CALL. HE SAID THAT LEXUS OF ORLANDO TOOK THIS VEH BACK AND CUST IS IN ANOTHER VEH. CUST STS IT COST THEM ABOUT $8K AND CUST FEELS THAT DUE TO THE CIRCUMSTANCES LCS SHOULD ASSIST W/THAT AMOUNT OF LOSS. HE FAXED IN THE INFO TO SHARIFF AT THE DLR AND STS THAT HE WILL FAX THE INFO TO REP'S DIRECT FAX #. VEH

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071794
Date of Incident: 20030201
Vehicle: 2003 LEXUS ES300
Location of Incident: HOUSTON, TX
NHTSA Summary:
LTR FM BRETT WOODY (TX) RE DANGEROUS DEFECTIVE TRANSMISSION SOFTWARE PROBLEMS IN THE 2002-2003 LEXUS ES300. REPLY ATTN JAN CROW/ HOUSTON OFC. *PH CONSUMER WOULD APPLY MORE AND MORE PRESSURE TO THE BRAKE PEDAL BUT

VEHICLE WOULDN'T ACCELERATED. *PH THE TRANSMISSION FAILED TWICE. LEXUS HAD GIVEN THE CONSUMER A NEW VEHICLE AND IT HAD SIMILAR PROBLEMS. THE VEHICLE ALMOST HAD GOTTEN THE CONSUMER INTO SEVERAL ACCIDENTS. ON NUMEROUS OCCASIONS AFTER THE BRAKE PEDAL WAS TAPPED, THE VEHICLE WOULD ACCELERATE BUT THE RPMS WOULD FLY UP AND THE VEHICLE WOULD BARELY MOVE IN STOP IN GO TRAFFIC THE VEHICLE WOULD SURGE FORWARD. (THIS FELT AS IF THE TRANSMISSION SLIPPED THEN THE SURGING OCCURRED) THERE WAS AN ANNOYING RATTLE IN THE CEILING CONSOLE. *SC

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10008367
Date of Incident: 20030206
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: TOPEKA, KS
NHTSA Summary:
THE THROTTLE STICKS NEVER HAD IT HAPPEN AT HIGHWAY SPEEDS YET. LIKE WHEN YOU PULL UP TO A LIGHT TO STOP IT STICKS BUT IF YOU HOLD ON TO THE BRAKE IT GOES DOWN TO NOMAL. SINCE I'VE OWNED THIS CAR IT HAS HAPPENED 5 TIMES. THE LAST TIME AS I WAS PULLING INTO THE DRIVE. HARD TO LAY YOUR HANDS ON TO WHAT TO DO. *NLM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10028347
Date of Incident: 20030216
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CHESAPEAKE, VA
NHTSA Summary:
2003 TOYOTA CAMRY 3.0L V6 (MIDYEAR 210HP MOTOR) THE VEHICLE DID NOT ACCELERATE THE WAY IT WAS DESIGNED. THE TOYOTA REPRESENTATIVE STATED IT WAS NORMAL. THE CONSUMER BELIEVED IT WAS DANGEROUS WHEN THE ACCELERATOR PEDAL WAS PRESSED, BECAUSE SOMETIMES THE VEHICLE DID NOT MOVE IMMEDIATELY. WHEN THE PEDAL ACCELERATOR PEDAL WAS PUSHED FURTHER TOWARD THE FLOOR, THE VEHICLE BOLTED OUT INTO TRAFFIC WITH A RUSH OF POWER. THE TOYOTA REPRESENTATIVE STATED THAT WAS HOW THE CAR WAS ENGINEERED, AND HE COULD NOT DO ANYTHING ABOUT IT. THE LEAD MECHANIC SAID THE CONSUMER NEEDED TO GET USED TO IT. IT HAD BEEN 5 MONTHS SINCE THE CONSUMER PURCHASED THE VEHICLE. *AK *TS *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10095299
Date of Incident: 20030220
Vehicle: 2003 TOYOTA SEQUOIA
Location of Incident: NORTHAMPTON, PA
NHTSA Summary:
WHILE DRIVING AT ANY SPEED CONSUMER HEARD A LOUD NOISE COMING FROM THE FRONT OF THE VEHICLE. CONSUMER APPLIED THE ACCELERATOR PEDAL AND THE VEHICLE FAILED TO ACCELERATE. THEN, CONSUMER AGAIN APPLIED THE ACCELERATOR PEDAL NUMEROUS TIMES AND THE VEHICLE ACCELERATED UNCONTROLLABLY. HE WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND

DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10030194
Date of Incident: 20030226
Vehicle: 2002 TOYOTA TACOMA
Location of Incident: ALBANY, NY
NHTSA Summary:
ON THREE SEPARATE OCCASIONS OVER A WEEKS TIME SPAN WHILE DRIVING MY TRUCK IT HAS ACCELERATED BY ITSELF. WHEN I HAVE TAKEN MY FOOT OFF THE GAS PEDAL THE TRUCK CONTINUED TO GO FASTER AND WAS HARD TO SLOW DOWN AND STOP. I BROUGHT THE TRUCK TO A TOYOTA DEALER AND WAS TOLD IF THEY COULD GET THE VEHICLE TO DO THIS THEY COULD FIX IT. THEY KEPT THE TRUCK FOR A DAY AND DROVE IT BUT THE TRUCK RAN NORMAL. THEY SAID IT RAN FINE AND TOLD ME TO COME AND PICK IT UP. *NLM

Additional Summary:

Toyota ID No: 200303120482
NHTSA ODI No:
Date of Incident: 20030300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SHREVEPORT, LA
NHTSA Summary:
*** PHONE LOG 03/12/2003 09:57:09 AM AHEYDON
===FCRP===
CUST STS WHEN SHE STEPS ON BRAKE VEH ACCELERATES. CUST STS SHE WAS BACKING OUT OF DRIVEWAY. CUST STS SHE HAD TO ANGLE AROUND HUSBAND'S TRUCK. CUST STS SHE STEPPED ON BRAKES WHEN BACKING OUT AND VEH ACCELERATED. VEH HIT FENCE SINCE STEERING ANGLED TO GO AROUND TRUCK. CUST STS THIS ALSO HAPPENED NOVEMBER 8TH.
*** NOTES 03/12/2003 09:57:09 AM AHEYDON
CUST ALSO HAS PREVIOUS ARB CASE #200211112010.
LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 03/12/03 01:14:53 PM EGALINDO
CUST C/B REITTERATING. NCR APOL. ADVSD CASE DISPATCHED AS FCRP. NCR ENCOURAGED TO ALLOW 3BD FOR CONTACT FROM REG. CUST UNDERSTOOD. NCR CONFIRMED CUST PH# INFO
*** NOTES 03/17/2003 01:05:15 PM SFERNANDEZ
CUST C/B STS HAS NOT BEEN CONTACTED BY REGION YET. NCR APOLG. ADV REGION HAS UNTIL EOB TODAY FOR F/U. HOWEVER L/M W/ CATHY (REGION) REQUESTING C/B
*** NOTES 03/17/03 02:56:17 PM GST2
SPOKE TO CUST. WILL HAVE REP INSPECT VEH AS SOON AS POSSIBLE.
*** NOTES 03/19/2003 10:47:28 AM LEZRRE
CUST C/B SKS TO KNOW STATUS OF CASE. NCR ADV OF NOTES OF GST2 THAT VEH WILL BE INSPECTED ASAP. ADV CAN TAKE UP TO 30 DAYS FOR INSPECTION, ADDTL 30 FOR DECISION CUST UNDERSTOOD
*** NOTES 03/24/2003 08:43:36 AM SBROWN
CUST CALLED BACK SEEKING STATUS OF CASE. STS HAS SPKN W/BODY SHOP REP WHO EXPLAIND THAT NO ONE FROM TOY HAS BEEN OUT TO SEE VEH. CUST SKS ANY INFO ON INSPECTION DATE AS IS W/OUT A VEH & SKS POSSIBLE RENTAL ASSIST. (NCR APOL & RE-ADV'D OF LAST REGION NOTES & HELPED CUST UNDERSTAND THAT REGION HAS UP TO

30 DAYS TO ACTUALLY INSPET & UP TO 30 DAYS THERAFTER TO SHARE TOY'S FINDINGS NCR ADV'D IN THE MIDST OF INVESTIGATION. TOY CAN NOT EXTEND A RENTAL.) CUST UNDERSTOOD
*** NOTES 03/28/2003 08:44:10 AM ECAMPOS
CUST C/B STS VEH HAS BEEN UNUSABLE SINCE THE /3/9/03. STS FLS TOY SHOULD PROVIDE RENTAL OR LONER. NCR APOL & ADV CONTACTED GST2 & LEFT MESSAGE REQUESTING C/B TO CUST. CUST INSISTED ON GETTING REGION TEL #. NCR ADV UNA

Additional Summary:

Toyota ID No: 200403111234
NHTSA ODI No:
Date of Incident: 20030300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SAN ANTONIO, TX
NHTSA Summary:
*** PHONE LOG 03/11/2004 02:48:30 PM DDRURY
CUST STS WHILE PULLING INTO PARKING LOTS AND PRESSING ON BRAKES VEH SURGES FORWARD. CUST STS HAS NOTICE ACCELERATION WHEN USING CRUISE CONTROL AND COMING OFF AN INCLINE. CUST STS MOST RECENT CONCERN HAPPENED THREE WEEKS AGO. CUST PRIOR TO THAT CONCERNS STARTED A YEAR AGO. CUST SKS TO VOICE HIS CONCERNS

*** CASE CLOSE 03/11/2004 02:48:54 PM DDRURY
NCR APOL AND ADV CUST OF CURRENT NHSTA ISSUE. CUST UNDERSTOOD. NCR ADV CUST IF CONCERNED SHOULD TAKE VEH TO DLR FOR INSPECTION. NCR PROVIDED CASE #

Additional Summary:

Toyota ID No: 200303180692
NHTSA ODI No:
Date of Incident: 20030300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: HOLBROOK, NY
NHTSA Summary:
*** PHONE LOG 03/18/2003 11:10:16 AM SESTRADA
PA
NO PREV FILE
CUST STS ACCELATOR PEDAL IS STICKING IN VEH. STS EVEN W/FOOT ON BRAKE, VEH ACCELERATES. STS WAS ALMOST INVOLVED IN ACCIDENT DUE TO ACCELATOR PEDAL STICKING IN VEH. STS WAS NOT ACTUALLY INVOLVED IN ACCIDENT, BUT FLS VEH UNSAFE TO DRIVE. STS CONTACTED DLR WHO REFUSED TO DO RPR. STS SVC MGR ADV CUST CONTACT HAS TO CONTACT CAC TO HAVE SOMEONE FROM REG INSP VEH
*** NOTES 03/19/03 05:29:54 AM NY5
CASE DISPATCHED TO DSPMS D. TOWNSEND AND J. PISTILLI AND CC FTS J NEIL.

*** CASE CLOSE 03/21/03 06:59:16 AM NY5
DSPM TALKED WITH CUST. CUST TO TAKE VEH TO SUNRISE TOYOTA ON 3/21/03 FOR INSPECTION

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10015300, 10017579

Date of Incident: 20030301
Vehicle: 2001 TOYOTA AVALON
Location of Incident: WESTMINSTER, CA
NHTSA Summary:
WHILE DRIVING AT 35 MPH VEHICLE SUDDENLY ACCELERATED OUT OF CONTROL HIT A PICKUP TRUCK, AND THEN HIT A TREE. THE DRIVER APPLIED THE BRAKES. BUT BRAKES FAILED TO STOP VEHICLE. THE PASSENGER IN THE PICKUP TRUCK SUSTAINED INJURIES AS WELL AS THE CONSUMER *AK *JB *TS; WHILE DRIVING, THE VEHICLE SUDDENLY ACCELERATED. THE CONSUMER LOSS CONTROL OF THE VEHICLE AND HIT A PICKUP TRUCK AND CRASHED INTO A TREE. THE DRIVER SUSTAINED MINOR INJURIES. AND PASSENGER IN PICKUP TRUCK SUSTAINED MAJOR INJURIES. VEHICLE WAS BADLY DAMAGED. *AK *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10110101
Date of Incident: 20030305
Vehicle: 2001 LEXUS GS300
Location of Incident: WESTBURY, NY
NHTSA Summary:
MY COMPLAINT IS ON THE USE OF THE CRUISE CONTROL DEVICE AND THE HIDDEN DANGERS OF IT'S USAGE, ESPECIALLY ON SLICK/POOR ROAD SURFACES. IF USED AND THE RESUME BUTTON IS ENGAGED THE CAR ATTEMPTS TO ACCELERATE TO THE SET SPEED WHILE THE TIRES HAVE NO TRACTION ON THE ROAD. CAUSING THE CAR TO SPIN OUT OF CONTROL, A SERIES OF 360'S. THIS IS A VERY SERIOUS UNPREDICTABLE SITUATION NO MATTER WHAT YOUR EXPERIENCE IS AS A DRIVER. WE CAN SAVE LIVES IF A WARNING WAS IN FULL VIEW IN ALL VEHICLES. SIMILIAR TO THE AIRBAG AND SEATBELT WARNINGS. I AM AWARE OF SEVERAL INCIDENTS BUT HAVE FOUND THAT THERE IS NOT ENOUGH ACTION BEING TAKEN TO INFORM DRIVERS. IN ADDITION TO SOME TYPE OF WARNING LABEL. MY QUESTION IS, CAN ANY ACTION BE TAKEN BY ALL CAR MANUFACTURERS, TO DESIGN THE CRUISE CONTROL OPTION TO DISENGAGE IF THERE IS INADEQUATE ROAD TRACTION!*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10015971
Date of Incident: 20030320
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LEE'S SUMMIT, MO
NHTSA Summary:
THE VEHICLE EXPERIENCED SUDDEN ACCELERATION IMMEDIATELY AFTER THE PURCHASE OF A CERTIFIED USED VEHICLE. THE CONSUMER APPLIED THE BRAKES BUT THE VEHICLE DIDN'T RESPOND. THE IGNITION HAD TO BE TURNED OFF IN ORDER TO STOP THE VEHICLE. (MODEL XLE) MR SCC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10012233
Date of Incident: 20030320
Vehicle: 2000 TOYOTA ECHO
Location of Incident: WESTMONT, IL
NHTSA Summary:

WHILE APPLYING THE BRAKES VEHICLE ACCELERATED FORWARD. DEALER NOTIFIED. *NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10023329
Date of Incident: 20030324
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PASADENA, CA
NHTSA Summary:
2002 TOYOTA CAMRY SE WHILE CAR WAS BEING BACKED DOWN A DRIVEWAY AT 2-3 MPH WITH DRIVER'S FOOT ON BRAKE, CAR ACCELERATED SUDDENLY AND UNCONTROLLABLY BACKWARDS AND CRASHED INTO A TREE. CAR WAS TOTALED. *NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10111637
Date of Incident: 20030324
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: THOUSAND OAKS, CA
NHTSA Summary:
CONSUMER STATES WHEN TRYING TO BRING CAR TO STOP, HE HAD APPLY AN EXCESSIVE AMOUNT OF FORCE TO THE BRAKE, EVEN THOUGH RIGHT FOOT REMOVED FROM GAS PEDAL ENGINE DID NOT STOP BF THE VEHICLE WAS STILL UNDER WARRANTY DURING THE TIME OF THE FAILURE. THE CONSUMER STATED WHILE HE WAS BACKING THE VEHICLE UP AT LESS THAN 35 MPH THE FAILURE OCCURRED. AFTER THE CONSUMERS FOOT WAS MOVED FROM THE GAS PEDAL HE HAD TO FORCEFULLY APPLY THE BRAKES. THE CONSUMER STATED THAT IT WAS NECESSARY TO SHIFT OUT OF DRIVE TO BRING THE VEHICLE UNDER CONTROL. THE CONSUMER SHUT THE VEHICLE OFF AND LET IT SIT FOR A WHILE AND STARTED IT AGAIN AND DROVE HOME WITH NO INCIDENT. *TC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10022695
Date of Incident: 20030402
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PALO ALTO, CA
NHTSA Summary:
VEHICLE'S NEW BRAKING SYSTEM WAS UNSAFE. BRAKE PEDAL HAD TO BE DEPRESSED ALMOST TO THE FLOOR BEFORE IT ENGAGED. AS A RESULT, THE CONSUMER ACCIDENTALLY HIT THE ACCELERATOR PEDAL WHILE BRAKING. *AK THE CONSUMER'S WIFE WAS DRIVING THE VEHICLE, AND AS SHE TURNED THE CORNER, THE BRAKE WAS APPLIED AND DID NOT RESPOND. THE VEHICLE ACCELERATED OVER THE CURB, ONTO THE SIDE WALK, AND INTO THE LIBRARY (ONE MUST PLACE THERE FOOT ON THE CENTER OF THE BRAKE PEDAL AND THE RIGHT SIDE OF THE FOOT COULD POSSIBLY DEPRESS THE ACCELERATOR) *SCC *JB
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10071949
Date of Incident: 20030403
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MANORVILLE, NY
NHTSA Summary:
WHILE PARKED. THE VEHICLE ACCELERATED BACKWARDS. AS A RESULT, THE VEHICLE COLLIDED INTO A TREE. THE CAUSE OF INCIDENT HAS YET TO BE DETERMINED. *LA THE CONSUMER ATTEMPTED TO MOVE OUT OF THE PARKING SPACE. AS THE CONSUMERS FOOT WAS ON THE BRAKE AND THE VEHICLE WAS PLACED IN REVERSE, THE VEHICLE SHOT BACK AND HIT A TREE. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10038673
Date of Incident: 20030411
Vehicle: 2001 TOYOTA TUNDRA
Location of Incident: DENVER, CO
NHTSA Summary:
WHILE PASSING ANOTHER VEHICLE ON THE INTERSTATE, TRUCK BEGAN ACCELERATING RAPIDLY GOING FROM 65 MPH TO 95 MPH IN ABOUT 3 SECONDS. HAD TO APPLY BOTH FEET TO BRAKES TO STOP TRUCK. IT TOOK A HALF MILE TO STOP AND RPMS WERE AT 6000, PUT TRUCK INTO PARK -RPMS REMAINED. STEPPED ON GAS PEDAL - RPMS DROPPED ENOUGH (3500) TO GET OFF THE ROAD. ACCORDING TO DEALERSHIP MECHANIC, THE PROBLEM WAS A BROKEN ACCELERATOR CABLE AND A FACTORY DEFECT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10096893
Date of Incident: 20030418
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MIDLOTHIAN, VA
NHTSA Summary:
INTERMITTENTLY DURING BRAKING, THE VEHICLE COMMENCED TO ACCELERATE. THIS CONDITION OCCURRED ON THREE SEPARATE OCCASIONS. THE VEHICLE HAS BEEN TO THE DEALER ON THREE SEPARATE OCCASIONS AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10017600
Date of Incident: 20030422
Vehicle: 2002 TOYOTA COROLLA
Location of Incident: IRVING, TX
NHTSA Summary:
WHILE DRIVING ON THE HIGHWAY, THE VEHICLE WAS ON CRUISE CONTROL. AFTER EXITING THE HIGHWAY, PRESSURE WAS APPLIED TO THE BRAKE PEDAL AND THE VEHICLE FAILED TO STOP. THE VEHICLE WAS TAKEN TO THE DEALERSHIP FOR REPAIRS. *JB
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10061723
Date of Incident: 20030426
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SWAMPSCOTT, MA
NHTSA Summary:
CONSUMER COMPLAINED ABOUT AN INTERMITTENT ACCELERATION PROBLEM. WHEN THIS OCCURRED CONSUMER APPLIED THE BRAKES, BUT, VEHICLE DID NOT STOP CONSUMER HAD TO SHUT OFF THE ENGINE IN ORDER TO GET THE VEHICLE TO STOP *AK DEALER CAN'T LOCATE THE PROBLEM ON VEHICLE. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10016877
Date of Incident: 20030427
Vehicle: 2002 TOYOTA HIGHLANDER
Location of Incident: HARLAN, KY
NHTSA Summary:
VEHICLE ACCELERATED ON ITS ON CAUSING VEHICLE TO START UP STEEP HILL WHERE THE FRONT END SLID TO THE RIGHT WHERE VEHICLE PROCEEDED TO GO UP A DRIVE/CARPORT STRIKING A PORCH AND ROCK WALL
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063211
Date of Incident: 20030430
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BELEN, NM
NHTSA Summary:
WHEN TRYING TO PARK, THE DRIVER PRESSED THE BRAKE PEDAL AND THE VEHICLE SUDDENLY SURGED FORWARD. THE VEHICLE RAN OVER THE CURB AND HIT A SIGN. *AK THE CONSUMER WAS SLOWLY DRIVING IN THE PARKING LOT. FOUND A PARKING SPACE, THEN THE VEHICLE SUDDENLY ACCELERATED OVER THE CURB. *SC *JB
Additional Summary:

Toyota ID No: 200305150626
NHTSA ODI No:
Date of Incident: 20030500
Vehicle: 2003 TOYOTA, LEXUS CAMRY
Location of Incident: HATTIESBURG, MS
NHTSA Summary:
*** PHONE LOG 05/15/2003 11:26:58 AM CMCMORRIS
03 CAMRY. STS WHEN WIFE DRIVES VEH & PUTS FOOT ON BRAKE, MOTOR REVS UP & WIFE HAS CAME CLOSE TO ACCIDENT A COUPLE OF TIMES. STS WHEN ENGINE REVS UP HAS TO PUT VEH INTO NEUTRAL. STS ENGINE REVS UP ALSO WHEN VEH IN NEUTRAL. STS HAS TO APPLY MUCH PRESSURE TO BRAKE TO STOP VEH. STS WIFE DOES NOT FEEL SAFE DRIVING TO VEH. STS CONCERN HAS HAPPENED 2X TIMES (ABOUT 2 WEEKS AGO). STS 100% CERTAIN DID NOT HAVE FOOT ON ACCELERATOR. STS HAS NOT CONTACTED DLR
*** CASE CLOSE 05/16/03 22:41:24 RUBEMGR
CALLED CUST 5-16-03.CUST BRINGING CAR IN FOR DEALER TO CHECK OUT.

Additional Summary:

Toyota ID No: 200305271404
NHTSA ODI No:
Date of Incident: 20030500
Vehicle: 2003 TOYOTA, LEXUS CAMRY
Location of Incident: LEVITTOWN, NY
NHTSA Summary:
*** PHONE LOG 05/27/2003 02:29:48 PM MCOTTERELL
CUST STS HE PURCH A 03 CAMRY IN LATE 2002. HE STS WHILE DRIVING WHEN HE IS COMING TO A STOP THE VEH ENGINE RACES. THIS IS AN INTERMITTENT CONCERN. HE STS THAT VEH MOVES FORWARD FROM A STOP WITHOUT HAVING TO PUT HIS FOOT ON THE ACCELERATOR(CREEPING). HE DOES FEEL COMFORTABLE DRIVING THE VEH BECAUSE OF THESE CONCERNS. HE WILL BRING IN ON 5/29/03 & SKS TO HAVE APPT
*** CASE CLOSE 05/28/03 03:45:50 PM DLR31150
CRM SPOKE WITH THE CUST AND EXPLAINED HIS CONCERNS. CRM INVITED THE CUST IN TO TEST DRIVE WITH A TECH. CRM SET UP AN APPIONTMENT FOR THRUS. AT 10AM.
Additional Summary:

Toyota ID No: 200305091223
NHTSA ODI No:
Date of Incident: 20030500
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
*** PHONE LOG 05/09/2003 05:19:23 PM TOHIRA
CUST STS THERE HAVE BEEN 3 INSTANCES WHERE CAR DOES NOT STOP. CUST STS CAN HEAR ABS CLICKING AND CUST PRESSES BRAKES, BUT VEH ACCELERATES, SO CUST CRASHED INTO GARDEN AND TIE ROD BROKE. CUST STS TOOK VEH TO DLR BUT CUST FLS DLR DOES NOT BELIEVE THAT THERE IS ANYTHING WRONG WITH VEH. CUST STS DLR STS TIE ROD IS NOT COVERED UNDER WARR. CUST STS SPOKE TO JASON SERVICE ADVISOR AND CRM NOT INVOLVED
*** NOTES 05/13/2003 02:43:48 PM TEFTHEMES
CUST CALLED BACK NCR APOL NCR ADV CUST DLR CRM HAS 3 BUSINESS DAYS TO CONTACT NCR ADV IF CRM DOES NOT CONTACT IN 3 BUSINESS DAYS TO USE CASE NUMER AND CONTACT CAC
*** CASE CLOSE 05/23/03 22:40:50 RULEMGR
CRM HAD BOTH SRV MGR AND DISTRICT MGR ROAD TEST VEH. ALSO TEC INSPECTED VEH TO FIND NO MACHANICAL FAILURE WITH EITHER BRAKES OR IDLE. CUST ADVISED CUST IN 5/16 TO HAVE PLASTIC INSERTS TO HOLD UNDER FACHIA INSTALLED. VEH CK'S SOUND AT THIS TIME
Additional Summary:

Toyota ID No: 200305300306
NHTSA ODI No:
Date of Incident: 20030300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
*** PHONE LOG 05/30/2003 09:01:16 AM EOROZCO
PA
PREV CASE 200305091223
CUST C/B STS THE VEH STILL HAS THE CONCERN WITH THE VEH ACCELERATES AND MOVES FORWARD. CUST STS HAS TAKEN THE VEH TO THE DLR 4X FOR THE SAME

CONCERN WITH THE BRAKES. CUST STS WHEN PRESSING HARD ON THE BRAKE THEY MAKE A SOUND
*** NOTES 06/10/03 04:24:46 PM DVR4
DSPM L/M REQ C/B AT 1:53PM
*** NOTES 06/10/03 04:25:42 PM DVR4
PREVIOUS NOTE TO FILE DATED 06/10/03 WAS RECEIVED FROM DSPM ON 06/03/03

*** CASE CLOSE 06/16/03 09:24:17 AM DVR4
CUSTOMER HAS NOT CONTACTED DSPM. DSPM HAD PREVIOUSLY TEST DRIVEN VEHICLE ON APPROXIMATELY 5/15/03 WITH DEALER SM. DSPM DID NOT NOTICE ANY ABNORMAL OPERATING CHARACTERISTICS AT THAT TIME
Additional Summary:

Toyota ID No: 200305281079
NHTSA ODI No:
Date of Incident: 20030500
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BOAZ, AL
NHTSA Summary:
*** PHONE LOG 05/28/2003 01:44:07 PM CCONVIS
CUST STS WHEN VEH STOPS AT A STOP SIGN IT FEELS LIKE THE ENGINE IS IDLING HIGH AS THE RPM'S RAISE UP CONSIDERABLE. CUST STS NO CRM YET. CUST STS CONCERN HAS ONLY OCCURED 2X BUT FEELS CONCERNED ABOUT VEH LURCHING FORWARD AND CAUSING AN ACCIDENT
*** CASE CLOSE 06/03/03 22:41:05 RULEMGR
DEALER UNABLE TO VERIFY COMPLAINT. ASM TECH ASSISTANCE AND FIELD SERVICE TECHNICIAL HAVE BEEN CONTACTED. NO ADVISE OR ASSISTANCE OFFERED DEALER. OWNER HAS BEEN ADVISED

Additional Summary:

Toyota ID No: 200305150473
NHTSA ODI No:
Date of Incident: 20030500
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: VENETIA, PA
NHTSA Summary:
*** PHONE LOG 05/15/2003 10:22:32 AM JJOHNSON CUST STD YESTERDAY WAS DRIVING UP DRIVEWAY WHERE CUST HAS TO MAKE 90 DEGREE TO TURN INTO GARAGE. CUST STD VEH ACCELERATED AFTER ENTERING GARAGE AND RAN THROUGH BACK BRICK WALL. CUST STD VEH HAS FRONT END DAMAGE AND GARAGE WALL NEEDS TO BE REBUILT. CUST STD DID NOT HAVE FOOT ON ACCELERATOR PEDALS, ONLY ON BRAKE PEDALS. CUST ALSO STD PREVIOUSLY VEH REVS HIGH WHEN STARTING AND CAN FEEL HARSH SHIFTING WHEN DRIVING. CUST STD IS AFRAID TO DRIVE VEH & USES FOR REAL ESTATE. *** NOTES 05/15/2003 10:41:43 AM JJOHNSON TO: KYLE MACNAUGHTON, C/S ANALYST FROM: JOSEPH JOHNSON, LCS TEL#310-468-2593 HI KYLE, CAN YOU PLEASE LOOK INTO CASE AND ADV IF A PIR CAN BE PERFORMED. I HAVE ALSO INFORMED A SAMARI, DOM, OF CUST'S ACCIDENT. VEH IS CURRENTLY AT CUST'S RESIDENCE. PLEASE LET ME KNOW IF FURTHER ACCIDENT INFO IS NEEDED TO PROCEED FORWARD. THANKS, JOSEPH *** SUBCASE 200305150473-1 CREATED 05/15/2003 10:46:15 AM JJOHNSON *** NOTES 05/15/03 11:49:40 AM KMACNAUGHTON330 AREA WILL DIPATCH CASE TO FTS OR DOM. LCS WILL BE UPDATED WHEN MORE INFORMATION IS RECEIVED *** PHONE LOG 05/16/2003 03:25:54 PM JJOHNSON ACTION TYPE: OUTGOING CALL TRIED TO CONTACT CUST REGARDING PIR

REQUEST. TEL# JUST RINGS & RINGS. *** PHONE LOG 05/19/2003 04:24:31 PM JJOHNSON ACTION TYPE: OUTGOING CALL CALLED CUST, NOT AVAIL. LEFT MSG UPDATING CUST THAT LEXUS IS REVIEWING REQUEST FOR PIR AND I WILL KEEP CUST POSTED FOR NEW INFO. *** EMAIL OUT 05/23/2003 08:53:22 AM RCASADO ACTION TYPE: INTERNAL EMAIL SEND TO: [JOSEPH_JOHNSON@TOYOTA.COM] CC LIST [KYLE_MACNAUGHTON@TOYOTA.COM] ERIN FROM THE DLR CLLD AND THE VEH IS AT ROHRICH VOLKSWAGON AND MAZDA DLR THE LOCATION OF THE VEH IS AT THE COLLISION CENTER AT FOR THOSE DLRS AT 2690 WEST LIBERTY AVENUE PITTSBURGH, PA 15216. ERIN PROVIDED THE NEW NUMBERS FOR THE CUST CONTACT. CELL 724-942-0189 AND WORK NUMBER IS 724-941-9400 X209. I ADV THAT I WOULD PASS THE MSSG TO THE REP. I MADE SOME CHANGES IN THE CUST CONTACT I
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10018315
Date of Incident: 20030504
Vehicle: 2002 LEXUS RX300
Location of Incident: SAND SPRINGS, OK
NHTSA Summary:
THROTTLE BECAME STUCK ON 2002 LEXUS RX300 WHILE CAR WAS BEING DRIVEN CAUSING IT TO RAPIDLY ACCELERATE. CAR HAD TO BE TURNED OFF BEFORE IT COULD BE STOPPED. CAR WAS TOWED TO LEXUS DEALER. I WAS TOLD IT WAS JUST A "FREAK" ACCIDENT THAT A TINY PIECE OF PLASTIC HAD GOTTEN SUCKED INTO THROTTLE. I WANT TO BE SURE THIS WAS AN ACCIDENT AND IS NOT A DEFECT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10018360
Date of Incident: 20030507
Vehicle: 2002 LEXUS RX300
Location of Incident: GLENDALE, CA
NHTSA Summary:
WHILE GOING SLOW THE CAR ACCELERATES SUDDENLY, ALREADY THIS HAPPENED TWICE AND BOTH TIMES I HIT THE WALL. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10024313
Date of Incident: 20030509
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FAR HILLS, NJ
NHTSA Summary:
WHILE ATTEMPTING TO PARK WITH FOOT APPLIED TO BRAKE PEDAL VEHICLE SUDDENLY ACCELERATED, CRASHING INTO A TREE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10021046
Date of Incident: 20030511
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: ROCHESTER, NY

NHTSA Summary:
WHEN ATTEMPTING TO ACCELERATE (PRESSING GAS PEDAL), VEHICLE WILL NOT SPEED UP FOR SEVERAL SECONDS, AND THEN IT ABRUPTLY LUNGES FORWARD AT AN INCREASED SPEED, POSING A SAFETY HAZARD. THIS HAS HAPPENED REPEATEDLY STARTING WITHIN A COUPLE OF DAYS OF BUYING THE CAR. THIS IS PARTICULARLY CONCERNING WHEN DRIVING ON AN EXPRESSWAY RAMP. THUS I HAVE BEEN AVOIDING DRIVING ON THE EXPRESSWAY. ALSO, THE BRAKES WORK ABNORMALLY. THERE WAS EXCESSIVE VIBRATION, JERKINESS, AND BRAKE SENSITIVITY. I TOOK THE CAR TO THE DEALER WITHIN 5 DAYS OF PURCHASE AND SUBSEQUENTLY RETURNED IT 4 MORE TIMES. THEY ONLY ACKNOWLEDGED THAT THE ROTORS WERE WARPED AND RESURFACED THEM. OTHERWISE, THEY DENY THERE IS ANY OTHER PROBLEM. THEY BLAMED THE ACCELERATION PROBLEM ON THE A/C BEING TURNED ON. HOWEVER, THE PROBLEM PERSISTS REGARDLESS TO WHETHER THE ACCESSORIES ARE TURNED ON OR OFF OR HOW HIGH THEY ARE TURNED ON. *NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10019875
Date of Incident: 20030514
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PLAINVIEW, NY
NHTSA Summary:
THE VEHICLE EXPERIENCED SUDDEN ACCELERATION WHEN THE GEAR WAS SHIFTED FROM PARK TO DRIVE, AND COLLIDED WITH SEVEN OTHER VEHICLE'S. *JB CONSUMER TRIED TO STOP THE VEHICLE BY APPLYING THE BRAKES HOWEVER THE BRAKES FAILED AND THE ENGINE CONTINUED TO RACE. *TT *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10131865
Date of Incident: 20030516
Vehicle: 2003 LEXUS ES300
Location of Incident: PACIFIC PALISADES, CA
NHTSA Summary:
SINCE I PURCHASED THE CAR, I HAVE BEEN COMPLAINING ABOUT A HESITATION AND STUTTERING WHEN ACCELERATING AFTER A SLOW-DOWN OR A STOP. I WAS TOLD THERE WAS NOTHING WRONG SEVERAL TIMES AND MORE RECENTLY HAVE BEEN TOLD IT IS A DESIGN FLAW IN THE COMPUTER-CONTROLLED ACCELERATOR AND CANNOT BE FIXED. I HAVE SEVERAL TIMES HAD A CLOSE CALL ON THE FREEWAY WHEN I NEEDED TO ACCELERATE QUICKLY AND THE CAR HESITATED BEFORE ACCELERATING. I HAVE NOT HAD AN ACCIDENT, BUT HAVE BEEN VERY FRIGHTENED BY THE DELAY IN PERFORMANCE. I HAVE HAD 2 PREVIOUS LEXUS ES 300'S THAT DID NOT HAVE THIS PROBLEM. *NM
Additional Summary:

Toyota ID No: 200403181118
NHTSA ODI No: 20040300
Date of Incident: 20030527
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: APPLETON, WI
NHTSA Summary:
*** PHONE LOG 03/18/2004 03:00:55 PM HSOY

RNW#040317-000083
CUST STS."EVEN THOUGH TRANSMISSION COMPUTER HAS BEEN REPROGRAMMED (ACCORDING TO
DEALER) TRANSMISSION CONTINUES TO SHIFT ERRATICALLY.
BRAKE PEDAL IS SPONGY AND TRAVELS BELOW ACCELERATOR PEDAL CAUSING RIGHT FOOT TO BE ON BOTH PEDALS AT THE SAME TIME.
CAR HAS SURGED FORWARD SEVERAL TIMES EVEN THOUGH ACCELERATOR PEDAL WAS UNTOUCHED AT THE TIME."
*** SUBCASE 200403181118-1 CREATED 03/18/2004 03:01.36 PM HSOV
NCR EMAILED:
<AS-HTML>
THANK YOU FOR CONTACTING TOYOTA MOTOR SALES, U.S.A., INC.<P>
WE APOLOGIZE FOR YOUR CONCERN WITH YOUR 2003 CAMRY <P>
IN ORDER TO PROPERLY ASSESS YOUR CONCERNS, WE HAVE CONTACTED THE CUSTOMER RELATIONS MANAGER AT KOLOSSO TOYOTA TO FURTHER EVALUATE YOUR VEHICLE.<P>
TOYOTA DEALERSHIP TECHNICIANS ARE SPECIALIZED IN THE DIAGNOSIS AND REPAIR OF TOYOTA VEHICLES. THEY ARE PROVIDED WITH EXTENSIVE TRAINING AND HAVE ACCESS TO STATE-OF-THE-ART EQUIPMENT TO HELP IN THE ACCURATE DIAGNOSIS OF YOUR VEHICLE. ALSO, IF NECESSARY, WE PROVIDE ADDITIONAL SUPPORT TO ASSIST TOYOTA DEALERSHIP TECHNICIANS IN RESOLVING UNUSUAL VEHICLE CONCERNS.<P>
THE CUSTOMER RELATIONS MANAGER WILL CONTACT YOU BY THE END OF THE BUSINESS DAY, TUESDAY, MARCH 23RD. IN THE EVENT YOU DO NOT RECEIVE ANY CONTACT FROM THE DEALERSHIP BY THIS DATE, PLEASE <A HREF ='
HTTP://TOYOTA.CUSTHELP.COM/CGI-BIN/TOYOTA.CFG/PHP/ENDUSER/STD_ADP.PHP?P_FAQID=164'TARGET=_BLANK >CONTACT US</A> WITH FILE #200403181118.<P>
TOYOTA CUSTOMER EXPERIENCE
</AS-HTML>
END RESPONSE
*** SUBCASE 200403181118-1 CLOSED 03/18/2004 03:01.37 PM HSOV
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10024048
Date of Incident: 20030529
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FARMINGDALE, NY
NHTSA Summary:
THE DRIVER SHIFTED THE VEHICLE INTO DRIVE AND THE VEHICLE IMMEDIATELY ACCELERATED UP TO ABOUT 20 MPH. THE VEHICLE HIT A CAR AND A TREE BEFORE IT STOPPED. *AK *CB *NLM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10032687
Date of Incident: 20030529
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: CERRITOS, CA
NHTSA Summary:
I BOUGHT A BRAND NEW 2004 TOYOTA COROLLA IN MAY THIS YEAR. A FEW DAYS LATER I WAS DRIVING ON THE FREE WAY AND THE NEW CAR ACCELERATED BY ITSELF. I TRIED TO STEP ON THE BRAKE TO SLOW DOWN, IT BECAME UNCONTROLLABLE. I WAS DRIVING AT 60 MILES PER HOUR. FINALLY I HAVE TO EXIT THE FREE WAY AND THE CAR HIT THE DIVIDER AND GOT TOTALLY CRASHED.*AK
Additional Summary:

Toyota ID No: 200306121166
NHTSA ODI No:
Date of Incident: 20030600
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: TEMPE, AZ
NHTSA Summary:
*** PHONE LOG 06/12/2003 03.42.40 PM ASCHWARTZ
===FCRP===
LETTER RECD-JUNE 9, 2003
CUST STS WAS STOPPED AT A STOP SIGN AND THE VEH LUNGED FORWARD AND ANOTHER VEH STRUCK CUST VEH TRAVELING AT 40 MPH. CUST STS FLS PRODUCT IS TO BLAME FOR ACCIDENT. CUST STS ALSO VEH STALLED OUT. CUST SKS INSPECTION OF VEH FOR CONCERN WITH BRAKES AND STALLING. LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS

*** CASE CLOSE 06/12/2003 03:42:48 PM ASCHWARTZ
NCR APOL AND ADV CALLED CUST BACK AND LEFT MSG WITH WIFE
*** NOTES 06/13/2003 04:29.22 PM ASCHWARTZ
+INCOMING CUST CALL+
CUST CALLED BACK WITH MORE INFORMATION FOR LEGAL TAB. NCR OPENED FILE TO REGION FOR FCRP.

*** CASE CLOSE 07/24/03 08.06.04 AM DVR4
FTS, SCOTT WRIGHT, UNABLE TO INSP VEH AS INS. COMPANY (FARMERS INSURANCE) SOLD VEH AT CUST DISCRETION. FTS ADV CUST THAT COULD NOT INSP BECAUSE OF SITUATION AND CUST OK.
Additional Summary:

Toyota ID No: 200306170972
NHTSA ODI No:
Date of Incident: 20030600
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GREENSBURG, PA
NHTSA Summary:
*** PHONE LOG 06/17/2003 01.13:25 PM GFAULSTICH
===FCRP===
LARRY, FROM STATE FARM AT 724-836-9156 STS THAT CUST CLAIMS ACCELERATOR STUCK AND THEY REARENDED A VEH IN FRONT OF THEM TWICE. CUST STS THE VEH IN FRONT OF THEM PUT THE VEH ON REVERSE TO GET THEM TO SLOW THE CUST VEH DOWN DANTE WAS DRIVER. CUST STS VEH HAS FRONT END DAMAGE. LARRY STS DOESNT HAVE ESTIMATES OF DAMAGES YET. CUST STS WIFE, MARY IN VEH. FLS MANU DEFECT, SKS INSPECTION. LEGAL REQUEST FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 06/17/2003 01:14 00 PM GFAULSTICH
+NOTES TO REGION+
ON CASE IS FOR LARRY M AT STATE FARM INSURANCE. PLEASE CONTACT LARRY FOR ALL INFO RE: GAS.
*** NOTES 06/19/03 06.55.19 AM CAT1
CONTACTED LARRY M AT STATE FARM (724-836-9156) FOR LOCATION OF VEHICLE. VEH LOCATED AT MIGNOGNA'S, LOIS ROAD, RT 30 EAST, GREENSBURG,PA , 724-838-0444, PATSY MIGNOGNA CONTACT. AVSD INS AGNT TOYOTA HAS 30 DAYS TO DO INSPECTION. HE REQUESTS TO KNOW DATE BECAUSE CUSTOMER DOES NOT HAVE LOANER INSUR COV FOR 30 DAYS. ADV'D WLD LET HIM KNOW WHEN OUR INSPECTOR GAVE US A DATE.
*** NOTES 06/19/03 07:05.47 AM CAT1
SPOKE TO DSPM, HE CAN DO INSPECTION 6/20. ADV'D INSURANCE AGENT.

*** CASE CLOSE 07/14/03 08.24:14 AM CAT3
DSPM INSPECTED VEHICLE, REPORT AND PHOTOS SENT TO TECHNICAL FOR REVIEW, LETTER SENT TO CUSTOMER REGARDING FINDINGS.
Additional Summary:

Toyota ID No: 200306200152
NHTSA ODI No:
Date of Incident: 20030600
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GOSHEN, NY
NHTSA Summary:
*** PHONE LOG 06/20/2003 07:40:01 AM DCHILES PURCHASED VEH 3WKS AGO, SINCE THE 3000 MILE CHECK, NOTICE ENGINE REV & PULL FORWARD & CUST HAD TO TURN OFF THE ENGINE TO STOP VEH. CUST CLLD R/A & TOOK TO DLR. DLR INSPECTED & ADV THEY COULDNT FIND ANYTHING. CUST THEN ASKED FOR FURTHER INSPECTION FROM A LEXUS REP & THE DLR ADVISED HE WOULD HAVE TO CONTACT LCS TO SEND THAT REQUEST. *** NOTES 06/20/2003 07:57:07 AM DCHILES TO: VICKI NOORIGIAN, CSM FROM: DEVONA CHILES, 310-468-2360 CUST STS CONCERN W/ ENGINE REVVING & PULLING FORWARD THAT CUST HAD TO TURN OFF THE ENGINE TO GET THE VEH TO STOP. CUST STS HE WOULD LIKE FURTHER INSPECTION FROM A LEXUS REP & WAS TOLD TO CONTACT LCS FOR THE REQUEST. PLEASE RELAY THE REQUEST FOR INSPECTION TO THE DOM & F/UP W/ ME REGARDING HIS COMMENTS. *** SUBCASE 200306200152-1 CREATED 06/20/2003 07:57:34 AM DCHILES *** DEALER NOTES: 06/23/03 13:33.41 FTS ADVISED THAT THE EARLIEST DATE TO SEE CAR IS JULY 3RD. CUSTOMER WILL NOT TAKE CA AND DEALER IS AFRAID CAR WILL BE ALEMON BY THEN *** DEALER MESSAGE. 06/23/03 13:38:03 FTS HERE ON7/3DEALER SAYS CAR WILL B LEMON BY THEN *** PHONE LOG 06/24/2003 09.45:50 AM DCHILES ACTION TYPE. OUTGOING CALL CALLED DLR & SPOKE WITH VICKI WHO ADV THE CUST VEH IS AT THE DLR & THEY WILL NOT TAKE IT BACK UNTIL THE INSPECTION HAS BEEN MADE BY A REP. LEFT VMSG FOR MCECCON FOR FURTHER INFO. *** SUBCASE 200306200152-1 CLOSED 06/24/2003 09:46:11 AM DCHILES *** SUBCASE 200306200152-2 CREATED 06/24/2003 09.46:28 AM DCHILES *** PHONE LOG 06/24/2003 09:51:33 AM DCHILES ACTION TYPE: INCOMING CALL MCECCON CALLED & ADV B/C OF THE DAYS DOWN, HE'S CONCERNED VEH MAY BE LEMON. MCECCON ADV HE MADE FTS AWARE OF THE SITUATION. ADV THE CUST REQUESTED THE INSPECTION & DOESN'T WANT TO PICK UP THE VEH. SO THEY WILL WAIT UNTIL INSPECTION. ASKED IF CUST WAS AWARE OF THE DATE. MIKE ADV YES. THANKED FOR CALLING. *** SUBCASE 200306200152-2 CLOSED 06/24/2003 09:51:40 AM DCHILES *** SUBCASE 200306200152-3 CREAT
Additional Summary:

Toyota ID No: 200306250708
NHTSA ODI No:
Date of Incident: 20030600
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LA QUINTA, CA
NHTSA Summary:
*** PHONE LOG 06/25/2003 10:56:03 AM STHOMAS CUST STATED THAT HE IS EXTREMELY DISSATISFIED WITH HIS VEH. HE ADV THAT HIS VEH HESITATES WHEN TRYING TO ACCELERATE. HE STATED THAT WHEN STOPPED, IT WILL REV HIGH AND SURGE FORWARD. CUST ALSO ADV THAT HE IS EXPERIENCING A WHIRLING NOISE IN THE VEH THAT THE DLR HAS NOT DIAGNOSED. CUST IS CURRENTLY WORKING WITH DESERT LEXUS, BUT DID NOT PURCHASE THE VEH THERE. CUST STATED HE EXPECTS VEH TO RUN BETTER OR HE WANTS IT BOUGHT BACK. VEH ONLY HAS 7K MIS. *** NOTES 06/25/2003 10:57:21 AM STHOMAS TO: GEORGE GLOVER, SM FROM: SHERRY THOMAS (310)468-2163 CUST HAS MULTIPLE CONCERNS WITH HIS ES 300. HE ADV VEH HESITATES AND SURGES CUST ALSO ADV THAT HE IS EXPERIENCING A WHIRLING NOISE THAT DLR DID NOT DIAGNOSE. CUST STATED HE EITHER WANTS VEH REPAIRED COMPLETELY, OR HE WANTS HIS VEH BOUGHT BACK. PLEASE CONTACT ME TO DISCUSS. THANK YOU! *** SUBCASE 200306250708-1 CREATED 06/25/2003 10:57:35 AM STHOMAS *** PHONE LOG 06/26/2003 02:45:54 PM STHOMAS ACTION TYPE: INCOMING CALL SM, GEORGE GLOVER CALLED IN HE ADV THAT HIS TECH ADV VEH IS OPERATING AS DESIGNED. DLR WAS UNABLE TO DUPLICATE ANY OF HIS CONCERNS. DLR ADV THAT HE HAS HAD SOME CONCERNS WITH THE DLR-CUST RELATIONSHIP ALREADY IN THE PAST. DLR STATED HE WILL SPEAK WITH DOM, LMIYATAKE, TO ADV IF SHE IS WILLING TO MEET WITH CUST AS HE IS SEEKING POSSIBLE BUY BACK. *** NOTES 07/10/2003 06:23:33 AM STHOMAS LETTER DISPATCHED 7/9/03 HIGHLIGHTING CUST'S SAME CONCERNS. CUST STATES HE WANTS HIS VEH BOUGHT BACK. *** PHONE LOG 07/10/2003 08:38:26 AM STHOMAS ACTION TYPE: OUTGOING CALL I SPOKE WITH SM, GEORGE GLOVER. HE ADV THAT DOM, LYNN MIYATAKE WAS TO F/U WITH LCS. I ADV THAT SHE HAS NOT CONTACTED US. I ADV SM THAT CUST SENT IN A LETTER STATING HE WANTS HIS VEH BOUGHT BACK. SM SUGGESTED F/U WITH DOM. I ADV THAT I WOULD CONTACT HER. *** PHONE LOG 07/10/2003 08.40.02 AM STHOMAS ACTION TYPE: OUTGOING CALL I LEFT A DETAILED MSG FOR DOM, LMIYATAKE, REQUESTING C/B T
Additional Summary:

Toyota ID No: 200306041159
NHTSA ODI No:
Date of Incident: 20030600
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: HOUSTON, TX
NHTSA Summary:
*** PHONE LOG 06/04/2003 04.00.34 PM ASCHWARTZ
===FCRP===
CUST STS WAS PULLING INTO PARKING GARAGE AT 3901 BRIARPARK HOUSTON, TX. CUST STS THAT AS CUST BRAKES THE VEH SURGED FORWARD STRIKING THE WALL IN FRONT OF THE PARKING SPOT. CUST FLS THAT PRODUCT IS TO BLAME FOR CONCERNS. CUST, DRIVER, WEARING SEATBELT, INJURIES TO BACK. CUST SKS INSPECTION TO DETERMINE CAUSE OF CONDITION. LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 06/09/03 03:15:07 PM GST3
L/M DAY# VOICE MAIL
*** NOTES 06/11/03 07:19:50 AM GST3
L/M FOR CUST AGAIN. EXPL ON V/M THAT MY FTS CURR @TMS. ADV I WOULD CONT DLR B/S & REQ THEY TAKE PHOTOS OF DAMAGE AS TO NOT HOLD UP HER RPRS. I WOULD HAVE MY FTS PERF INSP ON BRAKING SYSTEM AFTER BODY RPRS HAVE BEEN COMPLETED & BEFORE SHE IS BACK IN THE CAR. ADV SHE WAS WELCOME TO CALL ME BACK TO DISCUSS FURTHER (SHE CLLD ME AFTER HOURS) ALSO CLLD 42073'S B/S & L/M FOR B/S MGR REQ HE TAKE PHOTOS & EMAIL THEM TO ME.
*** NOTES 06/12/03 08.33.05 AM GST3
RECD PHOTOS VIA EMAIL FROM DLR TODAY-WILL FORWARD TO FTS FOR REVIEW-MINIMAL DAMAGE. REG SP/W/CUST YESTERDAY. SHE WANTED TO MAKE SURE THAT IF SHE ALLOWED THE B/S TO BEGIN REPAIRS WE COULD STILL INSP. I ADV THAT WAS NO

PROB-WE WOULD INSP BEFORE SHE GOT BACK IN HER VEH. SHE STATED THAT SHE WAS PULLING INTO A PARKING SPACE, LIGHTLY BRAKING AS YOU NORMALLY WOULD, WHEN SUDDENLY THE VEH ACCELERATED & SHE HIT THE PARKING GARAGE WALL. SHE FEELS THAT POSS THE THE THROTTLE STUCK.>
*** NOTES 06/12/03 08:33:44 AM GST3
I ADV I DIDN'T THINK THAT WAS POSS DUE TO THE WAY IT IS NOW DESIGNED BUT I WOULD ADV THE FTS AS TO WHAT SHE FELT HAPPENED.
*** NOTES 06/26/03 11:34:11 AM GST3
CUST CLLD - L/M V/M STATED H/S HAD CONT HER & VEH WOULD BE READY TO BE P/U TOMORROW. REG CONT FTS & FTS WILL INSP THIS AFTERNOON. REG CONT CUST & SHE WAS PLSD

*** CASE CLOSE 07/03/03 02:05:54 PM GST3
FTS INSP VEH ON 6/26/03 AS SCHED @42073'S D/S. VEH BODY RPRS HAD BEEN COMPLETED FTS CHECKED THROTTLE POSITION SENSO
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290998
Date of Incident: 20030602
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MELROSE, MA
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY LE. WHILE DRIVING INTO A PARKING SPACE AND APPLYING PRESSURE TO THE BRAKE PEDAL THE VEHICLE UNEXPECTEDLY ACCELERATED. THE VEHICLE CAME TO A COMPLETE STOP IMMEDIATELY AFTER AN AGGRESSIVE FORCE WAS APPLIED TO THE BRAKE PEDAL. THE IDENTICAL FAILURE OCCURRED ON A SEPARATE OCCASION WITHOUT WARNING. THE CAUSE OF THE FAILURE HAS NOT BEEN DETERMINED. THE CONTACT HAD CONCERNS OF THE SAFETY RISK INVOLVED. UPDATED 11/23/09 *BF UPDATED 11/24/09
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10080662
Date of Incident: 20030604
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ROYAL OAK, MI
NHTSA Summary:
WITHIN 3 WEEKS FROM PURCHASE DATE THE CAR ACCELERATED WHEN I ATTEMPTED TO BRAKE. THIS HAPPENED TWICE. I TOOK THE CAR TO THE DEALER WHO WAS UNABLE TO FIND ANYTHING WRONG. THEY HAD THE CAR FOR A MONTH IN THAT TIME CORPORATION REPS ALSO TRIED TO FIND THE FAULT. THEY WERE UNABLE TO. I WAS TOLD CAR WAS FINE. I WAS TERRIFIED TO DRIVE IT AND WOULD NOT TAKE IT. THE DEALER WOULD ASUME NO RESPONSIBILITY AND SAID IF I WANTED A NEW CAR I WOULD HAVE TO TRADE THIS MODEL IN TOWARDS THE PURCHASE OF A NEW CAR. BECAUSE I WAS SO AFRAID TO DRIVE IT AND WOULD NOT TAKE THE CAR ANYPLACE ELSE TO SELL BECAUSE I KNEW HOW DANGEROUS IT WAS (AND SO DID THE DEALER AND IF THEY SOLD THAT DANGEROUS CAR TO ANOTHER IT WAS ON THEIR RESPONSIBILITY NOT MINE) I ACCEPTED THE CONDITIONS PUT FORTH BY MY DEALER AND TRADED MY 3 WEEK OLD TOYOTA IN FOR A NEW TOYOTAAND HAD TO PAY AN ADDITIONAL $4000.00 BECAUSE THE 3 WEEK OLD CAR WITH LESS THAN 1200 MILES ON IT WAS NOW A USED CAR. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10044169
Date of Incident: 20030605
Vehicle: 2003 TOYOTA AVALON
Location of Incident: BROOKLYN, NY
NHTSA Summary:
VEHICLE EXPERIENCED SUDDEN ACCELERATION, JUMPED A CURB AND ENDED UP IN STORE FRONT. *MR THE CONSUMER HAD DRIVEN IN A GROCERY STORE PARKING LOT WHEN THE INCIDENT OCCURRED. THE CONSUMER REQUESTED TOYOTA TO TAKE POSSESSION OF THE VEHICLE AND REFUND THE FULL PURCHASE PRICE. *SCC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064108
Date of Incident: 20030606
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SOUTH JORDAN, UT
NHTSA Summary:
SUDDEN ACCELERATION CAUSED CAR TO JUMP CONCRETE CURB AND HIT A TREE. DRIVER WAS ENTERING A 90 DEGREE PARKING STALL. VEHICLE SPEED BEFORE SUDDEN ACCELERATION WAS LESS THAN TWO MILES PER HOUR (NEARLY STOPPED).*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10022585
Date of Incident: 20030606
Vehicle: 2002 TOYOTA HIGHLANDER
Location of Incident: HARLAN, KY
NHTSA Summary:
ENGAGED FROM PARK TO DRIVE AND SUDDENLY ACCELERATION HAPPENED. DAMAGING MANY OTHER CARS. DEALER NOTIFIED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10031275
Date of Incident: 20030617
Vehicle: 2000 LEXUS LX470
Location of Incident: WICHITA FALLS, TX
NHTSA Summary:
WHILE BACKING OUT VEHICLE STALLED, THEN JUMPED THE CURB, HITTING A TREE. DEALER STATED ACCELERATOR PEDAL GOT STUCK. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065475
Date of Incident: 20030624
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PHOENIX, MD

NHTSA Summary:
WHILE PULLING INTO A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED AND HIT A WALL. THE CAUSE OF THE SUDDEN ACCELERATION WAS UNDETERMINED. *JB *SC *JB
Additional Summary:

Toyota ID No: 200306250218
NHTSA ODI No:
Date of Incident: 20030625
Vehicle: 2003 TOYOTA, LEXUS CAMRY
Location of Incident: CROMONA, KY
NHTSA Summary:
*** PHONE LOG 06/25/2003 08:27:42 AM JFRESHA
CUST STS HAS 03 CAMRY & CAMRY SIGN RUSTED AND VEH RPM'S REV UP WITHOUT PRESSING THE ACCELERATOR. CUST STS THINKS CONCERN IS TRANSMISSION. CUST STS DLR 60 MI AWAY. CUST STS 1X AT DLR CUST ADV THAT CAMRY SIGN WAS RUSTING AND ENGINE RPM REV UP. DLR ADV TO BRING VEH BACK. 2X AT DLR . DLR DROVE VEH AND ADV TRANS FINE & ORDERED CAMRY SIGN. CUST ADV DLR SET APPT FOR CUST TO COME BACK FOR SIGN. 3X AT DLR SIGN NOT AVAIL YET. CUST STS MUST DRIVE BACK. CUST SEEKS GAS REIMB
*** CASE CLOSE 06/30/03 12:16:57 PM DLR16055
CR CALLED CUSTOMER 06/27/2003 3:45PM LEFT MESSAGE FOR CUSTOMER TO RETURN CALL. SHE NEVER RETURNED CALL. PER SERVICE MGR IF CUSTOMER WANTS EMBLEM REPLACED SHE HAS TO RETURN TO DLR WILL NOT PAY GAS BILL
Additional Summary:

Toyota ID No: 20030600
NHTSA ODI No:
Date of Incident: 20030630
Vehicle: 2003 TOYOTA, LEXUS CAMRY
Location of Incident: LOUISVILLE, KY
NHTSA Summary:
*** PHONE LOG 08/18/2003 09:51:33 AM MCAPPS
ARB 03 CAMRY - CUST STS VEH IS CAUSING HER HEMROIDS. BRAKES VIBRATE, ENGINE LUNDGING, CUST STS SCRAPING NOISE WHEN TURNING HARD RIGHT, LACK OF POWER CUST STS DISSATISFIED W/ CAR AND WANTS TO PERSUE ARBITRATION
*** CASE CLOSE 08/19/03 08:16:25 AM CIN1
CUSTOMER WANTS TO PURSUE ARBITRATION. NCR SENDING PAPERWORK
*** NOTES 08/19/03 08:39:54 AM CIN1
GREG KEETON, DEALER SERVICE, STATES THAT CUSTOMER HAS ONLY BEEN AT DEALERSHIP ONE TIME, RO# 817654 ON 8/18/03. CUSTOMER STATED VEHICLE LUNGED FORWARD WHILE DRIVING. DEALER TEST DROVE VEHICLE
*** NOTES 08/19/2003 09:11:25 AM WSAMUELS
AS REQUESTED, ARB.PPWK SENT TO THIS CUSTOMER VIA USPS FIRST CLASS MAIL DATED 8/19/03.
Additional Summary:

Toyota ID No: 200307291249
NHTSA ODI No:
Date of Incident: 20030700
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BUFORD, SC

NHTSA Summary:
*** PHONE LOG 07/29/2003 03:04:32 PM QHOLMES
===FCRP===
CUST STS VEH WAS IDLING IN PARK (304 FEDERAL ST BUFORD SC 29902-4764) & SUDDENLY ACCELORATED IN REVERSE W/DRIVERS DOOR OPEN. STS WAS NOT IN THE VEH AT TIME OF ACCIDENT. STS WAS "DRAGGED" BY DRIVERS SIDE DOOR. STS VEH RAN INTO TREE & STOPPED. STS VEH HAS NOT BEEN RPR. LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 07/30/03 04:46:27 AM SET5
RCR NOTES CURRENT LOCATION OF VEHICLE (BLUFFTON, SC) IS IN SET'S DISTRICT 6
*** NOTES 07/31/03 10:33:38 AM SET5
BLUFFTON, SC APPROX 20 MILES SOUTH OF BEAUFORT, SC CLOSEST TOYOTA DEALERSHIP IS STOKES BROWN 39040.
*** NOTES 07/31/03 10:55:35 AM SET5
RCR CALLED CUST TO ACKNOWLEDGE HER FILE/INSPECTION REQUEST. RCR REITERATED 30+30, CUST UNDERSTOOD. C/S KEYS W/VEH AND WILL HOLD OFF ON REPAIRS UNTIL INSP COMPLETED. CUST REQUESTED LOANER VEHICLE. RCR APOL ADV'D NO ASSIST. RCR ADV'D CUST REGION WOULD ADVISE WHEN INSPECTION COMPLETED AND THEN WOULD REFER TO TMS LEGAL. C/S WILL PERSUE LEGAL. C/S HAS $500 DEDUCTIBLE FOR A RENTAL VEH. RCR ADV'D WOULD DOC FILE. CUST THANKED
*** NOTES 08/01/03 11:44:58 AM SET9
REGION FORWARDED FCR TO DOM RON GUNDERMAN FOR COMPLETION.
*** NOTES 08/04/03 01:53:16 PM SET9
CUST CALLED REGION OFFICE, CRC RE-REVIEWED CASE W/CUST PER CUST REQUEST. CUST STS WAS NOT IN VEHICLE, STS VEH ACCEL BY ITSELF FROM PARK TO REVERSE, ACCEL AT HIGH ENOUGH SPEED TO TURN VEH AND HIT TREE. CUST STS FEELS MANUF DEFECT, SEEKS COMP FROM TOY. CUST STS SEEKS RENTAL VEH WHILE WAITING FOR INSP. CRC APOL., EXPL TOY DOES NOT AUTH RENTAL VEH DURING THIS PROCESS. EXPL COURTESY INSP. CUST CAN ADDRESS RENTAL VEH BILL AT TIME OF TMS RESPONSE TO CUST. CUST REQ ETA ON INSP
*** NOTES 08/04/03 01:54:35 PM SET9
-CONT- CRC EXPL INSP CAN TAKE UP TO 30 DAYS. EXPL DOM EXPL MAY BE ABLE TO INSP VEH BY 8/15. NO GUARANTEES. EXPL REGION WILL PROVIDE UPDATE IF ETA CHANGES EXPL ONCE INSP HAS BEEN COMPLETED, DOM WILL FORWARD PICS/REPORT TO TMS FOR REVIEW AND RESPONSE TO CUST. C
Additional Summary:

Toyota ID No: 200307080785
NHTSA ODI No:
Date of Incident: 20030700
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MAMARONECK, NY
NHTSA Summary:
*** PHONE LOG 07/08/2003 11:15:24 AM ASCHWARTZ
===FCRP===
TRAC VEH FOR DLR
REGION CONTACT TERRY AT TOYOTA CITY
DRIVER RENTER FRANK PASTORE 914-633-3636 & 212-642-6407
CUST STS WAS TRAVELING ON CALIFORNIA ROAD AT INTERSECTION OF MILL ROAD CUST STS ACCELERATED TO MAKE A LEFT AT MILL RD AND CUST STRUCK VEH IN FRONT OF CUST. CUST STS THAT ACCELERATOR STUCK AND CAUSED ACCIDENT. DRIVER, WEARING SEATBELT, NO INJURIES. FRONT PASSANGER, WEARING SEATBELT, NO INJURIES. CUST FLS PRODUCT IS TO BLAME FOR ACCIDENT. LEGAL REQUEST>
*** NOTES 07/08/2003 11:15:24 AM ASCHWARTZ

>>FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 07/09/03 05:50:38 AM NY5
CASE DISPATCHED TO HANNA DIVER
*** NOTES 07/09/03 06:03:16 AM NY5
CLLD TERRY AT DLR TO VERIFY VEH LOCATION. VEH IS AT DLR
*** NOTES 07/09/03 06:24:36 AM NY5
CLLD CUST AT 914-633-3636. CUST STS HE CAN ALSO BE REACHED AT HIS CEL 914-588-6275. CUST STS HE RECEIVED A LETTER FROM CAMBRIDGE TRANSPORTATION SERVICES STATING THAT HE HAS UNTIL JULY 23 TO LET THEM KNOW WHETHER HE WILL BE GETTING REPRESENTATION IN INSPOECTING THE VEHICLE INVOLVED IN THE ACCIDENT. ADV CUST THAT TOYOTA FTS INSPECTION IS TAKING PLACE BECAUSE HE STS THAT VEH ACCELERATED ON ITS OWN W/O HIM HITTING THE GAS PEDAL
*** NOTES 07/09/03 06:26:27 AM NY5
CALLED CAMBRIDGE TRANS SERVICES AND LEFT VMAIL FOR PATRICIA WITKOWSKI AT 800-559-8322 X2193 REQ A C/B FOR CLARIFICATION ON LETTER SENT TO CUSTOMER.
*** NOTES 07/10/03 12:23:48 PM NY4
CASE ASSIGNED TO FTS M MARSNICK.
*** NOTES 07/11/03 07:50:35 AM NY5
SENT EMAIL AND LEFT VMAIL FOR MMARSNICK REQ AN INSPECTION DATE ASAP
*** NOTES 07/11/03 09:08:31 AM NY4
REC'D REQUEST FROM LEGAL DEPT. JOHN RODRICKS. HE REQUESTS A COPY OF THE FTS FOR WHEN COMPLETED. LEFT VC ML MSG FOR FTS M MARSNICK TO ADVISE WHEN THE VEHICLE WILL BE INSPECTED AND THAT A COPY OF THE REPORT IS NEEDED BY LEGAL. A108.

*** CASE CLOSE 08/04/03 10:58:26 AM NY4
FTS M MARSNICK INSPECTED VEHICLE ON 7/21/2003.
*** NOTES 08/19/03 0
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10026392
Date of Incident: 20030701
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FORT LAUDERDALE, FL
NHTSA Summary:
WHILE TRAVELING THE VEHICLE SURGED FORWARD, SUDDENLY ACCELERATED AND CRASHED INTO A FENCE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10108183
Date of Incident: 20030701
Vehicle: 2004 LEXUS RX330
Location of Incident: WALNUT, CA
NHTSA Summary:
I AM LEASING A 2004 LEXUS RX 330 FWD WITH ABOUT 20,000 MILES ON IT. WHEN I TRY TO APPLY THE THROTTLE AFTER SLOWING DOWN THERE IS A SEVERE HESITATION, USUALLY FOLLOWED BY A SUDDEN SURGE IN POWER. AT TIMES THERE IS AN ADDITIONAL HESITATION WHILE THE TRANSMISSION IS DECIDING WHAT GEAR IT SHOULD BE IN. THIS IS ESPECIALLY NOTICEABLE WHILE MAKING A TURN AT AN INTERSECTION, AND ESPECIALLY DANGEROUS IF THERE ARE PEDESTRIANS IN THE INTERSECTION. I HAVE HAD IT TO THE LEASING DEALER (LONGO LEXUS) AND THEY

REPROGRAMMED THE TRANSMISSION, WHICH PROVIDED A TEMPORARY AND PARTIAL FIX. AFTER A FEW WEEKS, APARENTLY THE TRANSMISSION REPROGRAMMED ITSELF AND THE PROBLEM RETURNED. I TOOK THE CAR TO A SECOND DEALER AND HE SAID THAT THEY HAD MANY SIMILAR COMPLAINTS ABOUT THAT DRIVELINE, BUT THERE WAS NO FACTORY FIX. I CALLED LEXUS CUSTOMER SERVICE AND THEY SAID THE SAME. THIS PROBLEM BEGAN SHORTLY AFTER I GOT THE CAR IN APRIL 2003 AND STILL EXISTS. IF LEXUS TRULY WANTED TO FIX THIS PROBLEM, IT WOULD HAVE ALREADY BEEN DONE. THEY NEED A PUSH. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10029426
Date of Incident: 20030706
Vehicle: 2003 TOYOTA HIGHLANDER
Location of Incident: FRISCO, TX
NHTSA Summary:
CONSUMER FEELS THAT THE LOCATION OF THE BRAKE/GAS PEDAL ARE TOO CLOSE. THIS RESULTED IN ACCIDENTAL ACCELERATION WHILE REVERSING. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10045988
Date of Incident: 20030710
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WINDBER, PA
NHTSA Summary:
2003 TOYOTA CAMRY IS EQUIPPED WITH ELECTRONIC COMPUTER CONTROLLED THROTTLE, ELECTRONIC COMPUTER CONTROLLED TRANSMISSION, AND CRUISE CONTROL. AT VARIOUS TIMES THE CAR WILL EITHER HESITATE FOR 5-10 SECONDS WHEN ACCELARATION IS DEMANDED OR ALTERNATIVELY UNDER LIGHT THROTTLE IT WILL SHIFT DOWN SEVERAL GEARS THE ENGINE RACING MADLY AND ACCELARATE. IN CRUISE CONTROL IT SOMETIMES SHIFTS DOWN AND ACCELARATES 15 MPH OVER THE SETPOINT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10026991
Date of Incident: 20030710
Vehicle: 2003 TOYOTA MATRIX
Location of Incident: ISLAND HEIGHTS, NJ
NHTSA Summary:
WHILE TRAVELING ON THE HIGHWAY AND WITHOUT PRIOR WARNING, THE VEHICLE SUDDENLY ACCELERATED. *AK THE CONSUMER WAS UNABLE TO READ THE DASHBOARD LIGHTS WHEN THE SUN WAS EXTREMELY BRIGHT. *TS *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10028357
Date of Incident: 20030711
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BRONX, NY

NHTSA Summary:
THREE TIMES CONSUMER WENT TO TOYOTA TO TELL THEM THAT SOMETHING WAS WRONG WITH MY BRAKES. THE FIRST TIME, (MAY 3,03) WAS BRAKING SLOWLY AND 2002 CAMRY JUMPED AHEAD. THE BRAKES DID NOT WORK. THE SECOND TIME(MAY 28,03) I CONSUMERWENT IN, TOLD THEM BRAKE PEDAL WENT SLOWLY DOWN TO THE FLOOR WHEN STOPPING FOR A LIGHT. 1993 CAMRY NEVER DID THAT. ALSO NO OHTER CAR I HAD DID THAT. THEY TESTED, SAID NOTHING WAS WRONG. THE THIRD TIMEON JULY 3, CONSUMERTOLD THEM, DO NOT TELL ME NOTHING WAS WRONG WITH BRAKES. DID NOT WANT TO HEAR IT! HE DROVE THE CAR AND SAID NOTHING WAS WRONG. NOW ON JULY 11, 2003, WHILE PARKED AT MACY'S MALL AT CROSS COUNTY, I AM BACKING UP SLOWLY OUT OF MY SPACE AND ALL OF A SUDDEN, CONSUMER'S VEHICLE JUMPED AHEAD FLYING AND HIT TWO PARKED CARS FACING HER. ALL THE VEHICLES HAD DAMAGE. CONSUMER WILL NEVER DRIVE THAT CAR AGAIN, COULD HAVE KILLED SOMEONE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062636
Date of Incident: 20030716
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: MCCALLA, AL
NHTSA Summary:
SURGE PROBLEM. I HAVE A 2003 TOYOTA CAMRY SE. AT TIMES, WHEN I SLOW DOWN ALMOST TO A STOP AND THEN RE-ACCELERATE MY CAR SURGES FORWARD RATHER THAN ACCELERATING SMOOTHLY *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061725
Date of Incident: 20030717
Vehicle: 2003 LEXUS ES300
Location of Incident: MIAMI, FL
NHTSA Summary:
WHILE PARKING CONSUMER DEPRESSED THE BRAKE PEDAL AND VEHICLE LURCHED FORWARD, HITTING A BUILDING. THE FRONT OF THE VEHICLE WAS DAMAGED. VEHICLE WAS TAKEN TO THE DEALER, WHO COULD NOT DETERMINE THE CAUSE OF THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10118907
Date of Incident: 20030721
Vehicle: 2001 TOYOTA PRIUS
Location of Incident: SAN DIEGO, CA
NHTSA Summary:
A READER OF THE SAN DIEGO UNION-TRIB WHEELS SECTION RESPONDED TO AN ARTICLE REGARDING UNEXPECTED ACCELERATION FROM ELECTRONIC THROTTLES AND THE EDITOR FORWARDED THE LETTER TO NHTSA.***NO ANSWER REQUIRED*** *MR WHILE PARKING IN A DIAGONAL PARKING SPACE THE CONSUMER'S VEHICLE ACCELERATED SUDDENLY ACROSS A SIDEWALK AND HIT AN ELECTRIC BOX. THIS SUDDEN ACCELERATION PROBLEM HAPPENED AGAIN WHILE THE CONSUMER WAS PARKING THAT TIME NOT ACCIDENT OCCURRED. *BF *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10031644
Date of Incident: 20030730
Vehicle: 2003 TOYOTA 4RUNNER
Location of Incident: SCOTCH PLAINS, NJ
NHTSA Summary:
WHILE TRAVELING ON THE HIGHWAY WITHOUT PRIOR WARNING, THE VEHICLE WILL SUDDENLY ACCELERATED. PLEASE FILL IN ADDITIONAL INFORMATION DEALER IS AWARE OF THE PROBLEM.
Additional Summary:

Toyota ID No: 200308280648
NHTSA ODI No:
Date of Incident: 20030800
Vehicle: 2003 TOYOTA, LEXUS CAMRY
Location of Incident: OAKLAND GARDENS, NY
NHTSA Summary:
*** PHONE LOG 08/28/2003 10:23:47 AM ECAMPOS
==PA==CUST STS OWNS 03 CAMRY STS HAVE BEEN HAVING TRANS SINCE VEH WAS FIRST PURCH. STS TOOK VEH TO DLR FOR INSPECTION. STS DLR ADJUSTED TRANS & ISSUE STILL PERSIST. STS DLR HAD TOY REP TEST DRIVE VEH, WHO ADV NORMAL FOR VEH. STS FLS THIS IS NOT NORMAL CONDITION FOR VEH. STS VEH SURGES FOWARD IN SLOW TRAFFIC. STS ALSO BRAKE PEDAL IS SOFT & SINKS DOWN. STS DLR ADV WOULD REPLACED MASTER CYLINDER. >>>
*** NOTES 08/28/2003 10:23:47 AM ECAMPOS
>>>LATER FOUND OUT MASTER CYLINDER WAS NOT REPLACED. STS DLR RESURFACED ROTORS & REPLACED BRAKES. STS STILL HAS SOFT BRAKES ISSUE. STS WOULD ALSO LIKE TO HAVE MASTER CYLINDER REPLACED.
*** NOTES 09/02/03 04:15:21 PM NY5
CASE DISPATCHED TO DSPM J. PISTILLI AND CC FTS J NEIL

*** CASE CLOSE 09/22/03 10:56:57 AM NY5
DSPM TO MEET W/CUST ON 9/23/03 AT 10AM AT PENN TOYOTA
*** NOTES 09/30/03 06:06:17 PM NY5
DSPM JPISTILLI TEST DROVE VEH W/ CUST AND VEH OPER AS DESIGNED. CUST STS VER CONCERNED ABOUT CONCERN. DSPM AUTH THE TRANS REPLACED
Additional Summary:

Toyota ID No: 200308271595
NHTSA ODI No:
Date of Incident: 20030800
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SILVER SPRING, MD
NHTSA Summary:
*** PHONE LOG 08/27/2003 04:07:07 PM AHEYDON
PA- NO PREVIOUS FILE# CUST STS HE IS HAVING CONCERNS WITH VEH. CUST STS VEH IS ACCELERATING AT INFREQUENT INTERVALS. CUST STS WHEN YOU TAKE FOOT OFF OF ACCELERATOR, VEH STAYS AT SAME SPEED AND THEN DECELERATES. CUST STS DLR HAS INSPECTED VEH AND DLR UNABLE TO DUPLICATE. CUST STS HE HAS TAKEN VEH TO DLR 10X'S. CUST STS INTERIOR ON DRIVER'S SIDE THERE IS A PIECE OF PLASTIC THAT IS MISSING. CUST STS MOTOR WAS RETURNED DIRTY.

*** NOTES 08/27/2003 04:07:07 PM AHEYDON
CUST STS THE 3RD TIME AT DLR HE HAD TO WAIT 6 HOURS FOR RPRS AND VEH WAS RETURNED DIRTY. CUST STS HE SPOKE TO RICHARD AT DLR AND HE ADV THAT HE DOES NOT GIVE ANYTHING OUT TO COVER ERRORS. CUST STS JEREMY AT DLR ADV HE DOES NOT WANT TO CLEAN VEH ANY LONGER. CUST STS HE WAS ALSO SOLD A DEMO AND NOT A BRAND NEW VEH. CUST STS NO ONE AT DLR KNEW OF FAX# FOR PRESIDENT OR NAME OF PRESIDENT OF TOYO. CUST STS HE DOES NOT WANT TO DEAL WITH DLR ANY LONGER
*** NOTES 08/29/03 11:53:23 AM CAT6
ATTEMPTED TO CONTACT CUSTOMER. LEFT MSG WITH FEMALE AT NUMBER FOR RETURN CALL TO DISCUSS CONCERNS.
*** NOTES 08/29/2003 02:22:27 PM TCHAITEERAPINYO
LEMON LAW CASE CREATED 8/29. CASE # 200308291128.
*** NOTES 09/02/2003 01:05:47 PM ECAMPOS
CUST C/B STS SKS TO SPEAK TO AHEYDON. NCR ADV AHEYDON IS NOT AVAIL. CUST STS VEH IS UNSAFE & WOULD LIKE TO HAVE ISS RESOLVED AS SOON AS POSSIBLE. NCR APOL & ADV WILL CONTACT REGION & C/B. NCR CONTACTED CAT6 DEBBIE SIMONS WHO ADV CONTACTED CUST & IS TRYING TO SCHEDULE DSPM MEETING. STS WILL CONTACT CUST WHEN TIME & DATE IS SET. NCR ADV WILL CONTAC CUST & ADV ACCORDINGLY. NCR CONTACTED CUST & ADV MEETING IS BEING SCHEDULED W/DSPM >>>
*** NOTES 09/02/2003 01:16:44 PM ECAMPOS
===OUTGOING CALL===NCR CONTACT CUST & ADV MEETING IS BEING SET UP BY REGION REP DEBBIE SIMONS. NCR ADV CUST WILL BE CONTACTED WHEN MEETING TIME & DATE HAS BEEN SET. CUST STS DOES NOT WANT TO MEET @ DLR. STS WOULD LIKE TO NOTE THAT MEETING SHOULD HAPPEN SOON B/C VEH IS NOT S
Additional Summary:

Toyota ID No: 200308130329
NHTSA ODI No:
Date of Incident: 20030800
Vehicle: 2003 TOYOTA, LEXUS ES300
Location of Incident: KENNESAW, GA
NHTSA Summary:
*** PHONE LOG 08/13/2003 08:49:51 AM AWU1 WRITTEN DISPATCHED: 8/13/03. ES 300 IS 2ND LEXUS CUST PURCH FROM NALLEY LEXUS IN MARIETTA DURING PAST 3YRS. FIRST PURCH A NEW '01 IS 300. DURING LANE CHANGES (ACCELERATING OR DECELERATING TRANS SHIFTS FREQ RESULT IN AN UNNERVING JERKING. ON ATLANTA'S FREEWAYS THIS IS ESPECIALLY FRIGHTENING WHEN VEH SURGES OR HESITATES UNEXPECTEDLY. OTHER PROBLEM, PERHAPS RELATED WHEN VEH IS AT REST. NO REASON, VEH WILL SUDDENLY SURGE FWD. MORE THAN ONCE, JOLT CAUSED CUST TO LOOK TO HER *** NOTES 08/13/2003 09:01:13 AM AWU1 REAR, THINKING CUST HAS BEEN REAR-ENDED. BOTH SITUATIONS ARE SO UNSETTLING THAT CUST NOW FEAR FOR CUST'S SAFETY WHEN DRIVING VEH. CUST BECAME AWARE OF ISSUES SHORTLY AFTER PURCH VEH. SEVERAL FRIENDS COMMENTED ON JERKING WHENVER THEY RODE VEH. *** COMMIT 08/13/2003 09:01:37 AM AWU1 ACTION TYPE: CUSTOMER *** FULFILL 08/13/2003 09:04:34 AM AWU1 ACTION TYPE: CUSTOMER *** PHONE LOG 08/13/2003 09:06:09 AM AWU1 ACTION TYPE: OUTGOING CALL SPOKE W/CUST. THANKED CUST FOR COMMENTS. ADV WILL DOC. ADV CUST WE DO HAVE A RESOLVE FOR THE DRIVING RESPONSE AND CUST WOULD JUST NEED TO SCHED APPT W/SVC DEPT AT THEIR EARLIEST CONVENIENCE FOR DLR TO ADDRESS CUST'S ISSUE. CUST STS THEY HAVE ALREADY CONTACTED DLR SVC DEPT AND DOES NOT REQ FURTHER ASSTNC FROM LCS. CUST SATIS. CUST STS IF THEY NEED ADDTL ASSTNC FROM LCS, THEY WILL CALL LCS. *** CASE CLOSE 08/13/2003 09:06:54 AM AWU1 CUST HAS ALREADY CONTACTED DLR SVC DEPT TO ADDRESS AUTO TRAN ISSUE. CUST SATIS AND DOES NOT REQ FURTHER ASSTNC FROM LCS. CUST APPRECIATES F/UP CALL FROM LCS.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10032155
Date of Incident: 20030801
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: CANYON COUNTRY, CA
NHTSA Summary:
CONSUMER STATES THAT BRAKE PEDAL WAS TOO CLOSE TO THE GAS PEDAL. WHEN THE BRAKES WERE DEPRESSED THE CONSUMER'S FOOT ALSO PRESSED THE GAS PEDAL WHICH ALMOST CAUSED AN ACCIDENT. *AK (SHAWN T HEBLEY 08/20/03) *SCC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063543
Date of Incident: 20030820
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: CONCORD, CA
NHTSA Summary:
VEHICLE EXPERIENCED SUDDEN ACCELERATION UPON PULLING INTO A SPACE IN AN OPEN PARKING LOT. THIS RESULTED IN VEHICLE JUMPING THE CURB, GOING THROUGH GRASS, OVER THE MEDIUM, AND LANDING ON A PARKED VEHICLE ON THE LOWER LEVEL. DEALERSHIP PERFORMED A DIAGNOSTIC TEST, BUT NO FAILURE CODE WAS FOUND. *AK THE CONSUMER PULLED INTO THE PARKING SPACE, THE VEHICLE DID NOT MOVE FORWARD, THE CONSUMER LIGHTLY PLACED HER FOOT ON THE GAS AND THE VEHICLE LURCHED FORWARD. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10090161
Date of Incident: 20030820
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: THOUSAND OAKS, CA
NHTSA Summary:
WHILE APPLYING THE ACCELERATOR PEDAL VEHICLE FAILED TO ACCELERATE. CONSUMER APPLIED THE BRAKE PEDAL AND THE VEHICLE ACCELERATED UNCONTROLLABLY. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE TRANSMISSION FLUID NEEDED TO BE REPLACED, AND REPLACED IT. HOWEVER, THE PROBLEM RECURRED, AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. HOWEVER, MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10037700
Date of Incident: 20030823
Vehicle: 2002 TOYOTA SEQUOIA
Location of Incident: NEWARK, DE
NHTSA Summary:
WHILE DRIVING AT 20 MPH AND WITH NO WARNING VEHICLE ACCELERATED, AND CAUSED THE CONSUMER TO LOSE CONTROL OF VEHICLE. AS A RESULT THE VEHICLE

TRAVELED INTO A YARD AND HIT A TREE BEFORE IT STOPPED. *AK THE ENGINE WAS LEFT RUNNING. THE VEHICLE WAS IN THE PARK POSITION. *SCC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10038252
Date of Incident: 20030825
Vehicle: 2003 TOYOTA AVALON
Location of Incident: GOODE, VA
NHTSA Summary:
WHEN DRIVING AND APPLYING BRAKES ENGINE WOULD START TO REV. THIS WOULD CAUSE A HESITATION IN THE VEHICLE WHEN THE ACCELERATOR WAS DEPRESSED. HAD TAKEN TO DEALER AND THE PROBLEM HAD NOT BEEN RESOLVED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10045176
Date of Incident: 20030826
Vehicle: 2002 TOYOTA HIGHLANDER
Location of Incident: GREENVILLE, SC
NHTSA Summary:
DRIVER MADE A LEFT TURN WITH FOOT ON BRAKE PEDAL AND ROLLED INTO A PARKING SPOT WITHIN A PARKING LOT, ESTIMATED SPEED TO BE 2 MPH. THE ENGINE SURGED AND THE CAR RAN OVER 3 SMALL TREES, WENT UP AN INCLINE APPROXIMATELY 3 FT HIGHER THAN THE PARKING LOT, THEN PROCEEDED APPROXIMATELY 8 FEET INTO THE ADJACENT PROPERTY THEN STRUCK THE BRICK CHIMNEY OF A HOUSE AND BOUNCED BACK INTO THE PARKING LOT. THE BRAKES WERE DEPRESSED DURING THIS OCCURRENCE BUT DID NOT STOP THE CAR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295531
Date of Incident: 20030827
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: GREENWICH, CT
NHTSA Summary:
2003 TOYOTA CAMRY XLE. WHILE STOPPED WITH FOOT ON THE BRAKE IN A LINE OF CARS WAITING FOR THE TRAFFIC LIGHT TO TURN GREEN, CAR SUDDENLY ACCELERATED AND CRASHED INTO THE REAR OF THE CAR IN FRONT CAUSING SIGNIFICANT FRONT-END DAMAGE TO OUR CAR. AGAIN, THE DRIVER'S FOOT WAS ON THE BRAKE. THE FLOOR MAT (1) WAS ALL THE WAY BACK AGAINST BASE OF THE SEATS AND NOT IN THE AREA OF THE ACCELERATOR PEDAL AND (2) THE MAT IS BY DESIGN, CUT BACK 3 TO 4 INCHES SHORT OF THE CARPETED AREA UNDER, NEAR AND AROUND THE ACCELERATOR PEDAL, AND (3) THE BASE AND REAR OF THE ACCELERATOR PEDAL ARE SUSPENDED 2 1/2 TO 3 INCHES AWAY FROM THE CARPETED FLOOR AND IT IS VERY DIFFICULT TO PRESS THE ACCELERATOR TO A POSITION CLOSE TO THE FLOOR--AND IT DEFINITELY BEYOND THE PEDAL TRAVEL DISTANCE THAT DRIVERS WOULD/COULD PRESS ON THE ACCELERATOR PEDAL. PROBLEM WAS REPORTED TO TOYOTA DEALER SERVICE ASSOCIATE WHO SAID "NO PROBLEM FOUND." PROBLEM CONTINUES TO OCCUR PERIODICALLY, BUT WE NOW KNOW TO PRESS DOWN HARDER THAN NORMAL WHEN STOPPED AT TRAFFIC LIGHTS AND IN STOP AND GO TRAFFIC. (WE ALSO NOTED A SIMILAR PROBLEM WITH OUR 2006 TOYOTA CAMRY XLE--BUT THE PROBLEM HAPPENS WHEN CAR IS IN REVERSE. WHEN

STARTING UP IN THE MORNING AND BACKING OUT OF THE GARAGE WITH FOOT COVERING THE BRAKE (AND NOT ON THE ACCELERATOR PEDAL), THE ENGINE RPMS SUDDENLY ACCELERATE AND IF YOU AREN'T AWARE OF THE PROBLEM AND DON'T HAVE YOUR FOOT ON THE BRAKE, THE CAR CAN SPEED UP SIGNIFICANTLY AND GO OUT OF CONTROL. THIS PROBLEM WAS ALSO REPORTED TO TOYOTA DEALER SERVICE ASSOCIATE WHO ALSO SAID "NO PROBLEM FOUND.") *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10038103
Date of Incident: 20030829
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: NILES, IL
NHTSA Summary:
THE VEHICLE WAS BEING RE-PARKED, PARALLEL TO THE CURB. WITH THE DRIVERS FOOT ON THE BRAKE, SHIFTED FROM PARK TO DRIVE AND THE VEHICLE ACCELERATED FORWARD, THROUGHOUT THE INTERSECTION, OVER A CURB INCREASING IN SPEED. THE AIR BAG DID NOT DEPLOY. THE DRIVER ATTEMPTED TO BRAKE, BUT THE VEHICLE DID NOT RESPOND. THE VEHICLE WAS TOTALED. *AK *SCC
Additional Summary:

Toyota ID No: 200309291209
NHTSA ODI No:
Date of Incident: 20030900
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: FAIR LAWN, NJ
NHTSA Summary:
*** PHONE LOG 09/29/2003 01:42:21 PM GFAULSTICH
===FCRP===
CUST STS WAS ON HER WAY TO WORK AND SHE WAS PULLING INTO PARKING SPACE WHILE BRAKING AND ALL OF SUDDEN MADE A GRINDING NOISE AND ACCELERATED ON ITS OWN AND CRASHED INTO HOUSE NEXT STORE AND MADE A HOLE INTO THE HOUSE. CUST STS WALL WAS CEMENT. CUST STS AIRBAGS DID NOT DEPLOY, AND FLS THEY SHOULD OFF. CUST SKS INSPECTION ONLY, FLS MANU DEFECT. LEGAL REQUEST FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS.
*** NOTES 09/30/03 07:16:02 PM NY5
CASE DISPATCHED TO HDIVER.
*** NOTES 10/01/03 06:58:32 AM NY4
CASE ASSIGNED TO FTS M MARSNICK
*** NOTES 10/07/03 01:36:13 PM NY5
VEH LOCATED AT MAIN AUTO BODY 973-340-9884 , 650 OUTWATER LANE LODI, NJ 07644
*** NOTES 10/07/03 01:36:36 PM NY5
LEFT VMAIL FOR FTS MMARSNICK REQ DATE FOR INSPECTION

*** CASE CLOSE 10/17/03 11:39:14 AM NY4
FTS M MARSNICK INSPECTED VEHICLE ON 10/03/2003.
Additional Summary:

Toyota ID No: 200310011163
NHTSA ODI No:
Date of Incident: 20030900
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300

Location of Incident: PRAIRIE VILLAGE, KS
NHTSA Summary:
*** PHONE LOG 10/01/2003 02:30:29 PM JBROCATO CUST CALLING ABOUT THE ONP B/C SHE STS HAD AN EXPERIENCE WHERE SHE NOTICED THE VEH LURCHING AND WHEN SHE WENT TO A MALL IT JUMPED UP OVER THE CURB AND SHE ALMOST DROVE INTO THE BUILDINGS. SHE WANTED TO KNOW IF THE ONP ADDRESSED THAT AND SHE WANTED TO KNOW IF SHE SHOULD HAVE THE VEH CHECKED. *** CASE CLOSE 10/01/2003 02:31:19 PM JBROCATO CUST SATIS W/LCS DOC HER CONCERNS.
Additional Summary:

Toyota ID No: 200309040809
NHTSA ODI No:
Date of Incident: 20030900
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SNYDER, NY
NHTSA Summary:
*** PHONE LOG 09/04/2003 11:08:28 AM MBATIE
CUST STS EXP CONCERNS VEH WHEN BREAKING GOING DOWNHILL, ENGINE RPM REV TO REDLINE, AND THEN BRAKES OPERATE. CUST STS VEH INTO DLR 3X AND A TOTAL 27 DAYS. DLR ADV NOT ABLE TO DUPLICATE CONDITION. CUST STS VEH TO DLR 21 DAYS DURING PAST INSPECTION WHILE CUST DROVE RENTAL. CUST STS DLR STILL UNABLE TO DUPLICATED CONCERNS. CUST STS PICKED VEH UP AFTER 21 DAYS AND FOUND BUFFALO BILLS TRAINING PARKING AND ADMISSION PASS. CUST FLS THAT VEH SHOULD NOT BE TAKEN FOR>>>
*** NOTES 09/04/2003 11:08:28 AM MBATIE
RECREATIONAL PURPOSES. CUST CONTACTED DLR SERV MNG BRIAN ADV MIKE WAS TEST-DRIVING TO ATTEMPT DUPLICATION AND BRIAN PROVIDED ROUTE TAKEN TO TRAINING CAMP CUST STS THAT ROUTE DLR MIKE DROVE VEH TO TRAINING CAMP WAS ON FREEWAY AND NOT ON HILLS. CUST SPECIFICALLY ADV DLR THAT CONDITION ONLY OCCURS ON HILLS. CUST FLS VERY UPSET THAT CUST STILL PAYING LEASE PAYMENTS FOR VEH THAT CUST IS UNABLE TO DRIVE B/C DLR CAN'T RPR CORRECTLY OR DUPLICATE CONCERN. NCR APOL ADV DLR>>
*** NOTES 09/04/2003 11:08:32 AM MBATIE
OPEN TO CRM FOR ASSIST IN FINDING PERM RPR IN TIMELY FASION. NOTE TO DLR. POSSIBLE NEED FOR REGION INVOLVEMENT. NCR ADV CUST WOULD RCV F/U BY END OF BUS 9/9/03 AND PROV CASE #

*** CASE CLOSE 09/09/03 08:27:27 AM DLR31068
CUSTOMER STATES THAT ENGINE RPM'S INCREASE WHEN BRAKING.......WE HAVE NEVER DUPLICATED HER COMPLAINT AND AT LAST VISIT WE KEPT CAR AND DROVE IT 720 MILES.......TECH FIELD REP FROM TOYOTA CHECKED OUT AND DROVE (MIKE SKIRHA) AND COULD NOT DUPLICATE........WE GAVE VEH BACK TO CUSTOMER....... CANNOT DUPLICATE
*** NOTES 09/15/2003 11:11:49 AM TOHIRA
CUST C/B AND STS HAS NOT HEARD BACK FROM DLR. NCR APOL AND ADV CUST PER NOTES THAT FTS WAS INVOLVED AND WAS NOT ABLE TO DUPLICATE CONCERN SO NO REPAIRS WILL TAKE PLACE. CUST STS WOULD LIKE TO HAVE REPAIRS DONE AND TO KNOW WHY DLR DROVE VEH ON FREEWAY TO BUFFALO BILLS TRAINING CAMP WHEN CONCERNS HAPPEN WHILE BRAKING ON SURFACE STREETS. NCR ADV CU
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10038021

Date of Incident: 20030902
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: RACINE, WI
NHTSA Summary:
WHILE DRIVING FOR A WHILE AND WHEN VEHICLE FULLY STOPPED IT EXPERIENCED INTERMITTENTLY ACCELERATOR PEDAL STICKING IN THE IDLE POSITION. DEALER INSPECTED VEHICLE THREE TIMES AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM. *AK *SCC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10083953
Date of Incident: 20030903
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SOLON, OH
NHTSA Summary:
WHILE PULLING INTO A PARKING SPACE THE VEHICLE SUDDENLY ACCELERATED AND HIT THE CEMENT BLOCK IN THE PARKING SPACE. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10072605
Date of Incident: 20030904
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BOSTON, MA
NHTSA Summary:
MARIA CAFUA, DRIVING HER 2002 TOYOTA CAMRY, VIN 4T1BE32K92U636868, WAS ENTERING I-93 AT EXIT 39 AT 5:30 IN THE MORNING WHEN HER CAR SUDDENLY SHOT ACROSS THREE LANES OF TRAVEL AND WAS HIT, BROAD SIDE, BY ANOTHER VEHICLE TRAVELING IN THE HIGH SPEED (3RD) LANE. TRAFFIC AT THE TIME OF THE ACCIDENT WAS LIGHT. IT IS BELIEVED THAT THE CAMRY EXPERIENCED AN UN-COMMANDED ACCELERATION CAUSING MRS. CAFUA TO LOSE CONTROL RESULTING IN THE ACCIDENT AND HER DEATH. THE CAMRY HAS BEEN STORED SINCE THE ACCIDENT AND NO CHANGES HAVE BEEN MADE TO ITS POST ACCIDENT CONDITION. VEHICLE IS AVAILABLE FOR INPECTION/TESTING BY NHTSA. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10037542
Date of Incident: 20030907
Vehicle: 2002 LEXUS ES300
Location of Incident: RALEIGH, NC
NHTSA Summary:
I WAS DRIVING AT ABOUT 35 MPH ON HIGHWAY. WHEN THE TRAFFIC SLOWED DOWN, I APPLIED THE BRAKE TO BRING DOWN THE SPEED OF THE CAR TO ABOUT 3-7 MPH. AFTER FOLLOWING THE CAR IN FRONT OF ME FOR ABOUT 5 SECONDS AT ABOUT 3/4 CAR DISTANCE, I SAW THE CAR IN FRONT OF ME SPEEDED UP SLOWLY AND I DECIDED TO FOLLOW UP BY PRESSING THE ACCELERATOR MODERATLY. THE CAR FIRST SHUDDERED, THEN PAUSED FOR ABOUT 1 SECOND, AND FINALLY ACCELERATED AT ALMOST MAXIMUM POWER. THIS WAS A NEAR MISS. BEFORE THIS HAPPENED, I BROUGHT OUR CAR TO LEXUS DEALER TO COMPLAIN ABOUT SHUDDERING/PAUSING WHEN ACCELERATING FROM LOW SPEED AFTER THE CAR WAS UPDATED WITH TSB-TC004-03;

THE CHIEF TECHNICIAN DROVE THE CAR AND REPRODUCED THE KIND OF PROBLEMS THAT WE HAD. HOWEVER, HE SAID THAT HE COULD NOT DO ANYTHING ABOUT IT AND WAS GOING TO WRITE A REPORT TO TOYOTA CORP BECAUSE IT WAS A SOFTWARE PROBLEM. ON THE OTHER HAND, THE RECEIPT FROM THE DEALER SAID THAT THEY DID NOT FIND ANY ABNORMAL TRANSMISSION SHIFT DURING TEST DRIVING, BUT WOULD FILE A REPORT. WHAT A CONTRADICATION! THE DANGER OF THIS TRANSMISSION PROBLEM WAS FURTHER MAGNIFIED BY THE FACT THAT 2002 ES300 RUNS VERY SMOOTHLY AT MOST TIMES (>98%). THIS SHUDDER/PAUSE/ACCELERATION OR PAUSE/ACCELERATION THAT ONLY OCCURS SPORADICALLY UNDER VERY SPECIAL CONDITIONS GIVES DRIVERS SURPRISE THAT IS THE LAST THING THEY WANT DURING DRIVING. FOR CURIOSITY, I TESTED DRIVING THE CAR FOR ABOUT 50 MINIUTES BY REPEATLY SLOWING DOWN TO ABOUT 5 - 10 MPH BY APPLYING BRAKE, THEN ALLOWING THE CAR TO ROLL FOR ABOUT 3 SECONDS WITHOUT PRESSING GAS PADDLE, AND THEN ACCELERATING MODERATELY TO ABOUT 20 - 30 MPH. THE PROBOBILITY FOR THE SHUDDER/PAUSE/ACCELERATION IS ABOUT 3%, WHILE THAT FOR PAUSE/ACCELERATION ABOUT 15%. IT SEEMED THAT THIS PROBLEM HAPPENDED MORE OFTEN ON DOWN/UP HILL. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10081145
Date of Incident: 20030908
Vehicle: 2003 TOYOTA MATRIX
Location of Incident: FRANKLIN, TN
NHTSA Summary:
I TOOK THE MATRIX IN TWICE SHORTLY AFTER I BOUGHT IT BECAUSE THE CAR WOULD UNEXPECTEDLY LUNGE FORWARD WHILE AT A COMPLETE STOP. I ALSO COMPLAINED THAT THE BRAKES FELT "LOOSE" AND DID NOT "CATCH" AS THEY SHOULD. I WAS ADVISED BOTH TIMES BY THE SERVICE MANAGER THAT THEY COULD NOT DUPLICATE THE PROBLEM AND THAT NOTHING ABNORMAL WAS FOUND WITH CAR. WHILE I WAS BEGINNING TO LOOK INTO "LEMON LAWS", IN SEPTEMBER OF LAST YEAR I WAS AT A STOP LIGHT WITH THE BRAKE PEDAL FULLY ENGAGED. DUE TO MY PREVIOUS EXPERIENCES WITH THE CAR LUNGING FORWARD, I WOULD KEEP SEVERAL FEET BETWEEN ME AND THE CAR IN FRONT OF ME TO AVOID AN ACCIDENT. THIS TIME THE CAR NOT ONLY LUNGED FORWARD, BUT IT WAS LIKE THE ACCELERATOR STUCK-I HAD MY FOOT ON THE BRAKE BUT COULD NOT STOP THE CAR AFTER IT LUNGED FORWARD AND I HIT A CAR THAT WAS IN FRONT OF ME AT THE LIGHT. MY CAR DID NOT STOP UNTIL I WAS ALMOST PARALLEL WITH THE OTHER CAR ON THE PASSENGER SIDE! I HAVE HAD THE CASE LOOKED AT BY TOYOTA, AND THEIR LEGAL DEPARTMENT HAS ADVISED THAT NOTHING IS WRONG WITH THE CAR-THEIR ONLY EXPLANATION IS THAT THE VEHICLE OPERATES TO "NORMAL" SPECIFICATIONS. THEY HAVE ADVISED THAT THE CAR WILL LUNGE FORWARD WHILE THE AIR CONDITIONER IS AS WHEN THE AC COMPRESSOR CYCLES, IT INCREASES THE ENGINE RPM AND THE VEHICLE WILL MOVE FORWARD. MY AIR CONDITIONER WAS NOT ON AT THE TIME OF THIS ACCIDENT, HOWEVER. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062013
Date of Incident: 20030910
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BLYTHEVILLE, AR
NHTSA Summary:

2003 TOYOTA CAMRY ACCELERATED AS I PULLED IN DRIVEWAY,CAUSING DAMAGE TO MY VEHICLE,MY SON-INLAW'S VEHICLE,MINOR DAMAGE TO HOUSE & BASKETBALL GOAL. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060813
Date of Incident: 20030910
Vehicle: 2002 LEXUS ES300
Location of Incident: SAN ANTONIO, TX
NHTSA Summary:
WAS DRIVING TO CALIFORNIA IN MY 2002 LEXUS ES300 LAST SEPTEMBER AND WAS ADJUSTING THE CRUISE CONTROL WHEN SUDDENLY IT ACCELERATED AS IF I HAD FLOORED THE GAS PEDAL. INCIDENT DID NOT RESULT IN AN ACCIDENT. NO PROBLEMS SINCE THEN BUT DECIDED TO REPORT IT AS I READ AN ARTICLE IN THE NEWSPAPER TODAY THAT YOU WERE INVESTIGATING UNEXPECTED ACCELERATIONS FOR THIS CAR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10040083
Date of Incident: 20030910
Vehicle: 2003 LEXUS ES300
Location of Incident: MIAMI, FL
NHTSA Summary:
AFTER STARTING VEHICLE CONSUMER WOULD PRESS ON THE ACCELERATOR PEDAL AND VEHICLE WOULD HESITATE BEFORE MOVING. CAUSE HAS YET TO BE DETERMINED *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067151
Date of Incident: 20030922
Vehicle: 2003 LEXUS ES300
Location of Incident: LOUISVILLE, KY
NHTSA Summary:
UPON STOPPING, AND WHEN CONSUMER REMOVED FOOT FROM THE GAS PEDAL VEHICLE SURGED FORWARD BEFORE THE BRAKE PEDAL WAS DEPRESSED. THIS OCCURRED NUMEROUS TIMES, ONCE, RESULTING IN CONSUMER'S VEHICLE CRASHING INTO A CONCRETE POLE WHILE PULLING INTO A PARKING LOT. ALSO, STARTING AT 5000 MILES, BATTERY HAD TO BE REPLACED 3 TIMES BECAUSE IT DIED. THIS WAS DUE TO AN ELECTRICAL SHORT. *AK *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10107816
Date of Incident: 20030929
Vehicle: 2004 LEXUS ES330
Location of Incident: PLANTATION, FL
NHTSA Summary:
I HAVE COMPLAINED NUMEROUS TIMES AND HAVE WRITTEN A LETTER TO DENNY CLEMENTS, GROUP VP OF LEXUS INFORMING HIM OF MY SAFETY CONCERNS RELATED TO

THE 2004 ES330. HIS OFFICE ATTEMPTED TO APPEASE ME BY OFFERING TO SEND ME 2 FREE OIL CHANGE COUPONS OR $1,000 OFF MY NEXT PURCHASE OR LEASE OF A LEXUS VEHICLE. THE VEHICLE HAS SERIOUS HESITATION ISSUES WHEN ATTEMPTING TO ACCELERATE. I HAVE SPOKEN TO EVERYONE AT THE DEALER, INCLUDING THE SERVICE MANAGER (WHO ADMITTED THE ISSUE, BUT HAD NO SOLUTION) AND GENERAL MANAGER. THE ISSUE HAS NOT BEEN RESOLVED. *NM
Additional Summary:

Toyota ID No: 200310160219
NHTSA ODI No:
Date of Incident: 20031000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: CHICAGO, IL
NHTSA Summary:
*** PHONE LOG 10/16/2003 08:39:10 AM ESMART
CUST STS VEH WAS SURGING FORWARD, ENGINE WAS RACING. CUST STS TOOK VEH TO DLR WHO HAS HAD VEH FOR 2 DAYS, STILL HAS NOT BEGUN RPR'S. CUST DISSATISFIED WITH VEH COND. FLS IS DANGEROUS AND FLS TOY WILL NOT BE ABLE TO PERM RPR CUST ADV MOST LIKELY SKS ARB. HOWEVER, NEEDS TO DISCUSS WITH SISTER FIRST.
*** CASE CLOSE 10/16/2003 08:39:12 AM ESMART
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063003
Date of Incident: 20031001
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: GIRARD, PA
NHTSA Summary:
CONSUMER STATED THE VEHICLE EXPERIENCED SUDDEN ACCELERATION WHEN SHIFTING FROM PARK TO I REVERSE AND THE VEHICLE COLLIDED WITH FUEL PUMP GUARD RAIL. DROVE THOUGH IT AND CRASHED INTO THE REAR OF A VEHICLE. *AK *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094972
Date of Incident: 20031002
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MIDLOTHIAN, VA
NHTSA Summary:
WHILE APPLYING THE BRAKE PEDAL VEHICLE ACCELERATED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND PULLED OVER. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION TWICE. HOWEVER, THE MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063532
Date of Incident: 20031012
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PAWTUCKET, RI
NHTSA Summary:

THE VEHICLE CONTINUED TO ACCELERATE UPON DEPRESSION OF THE BRAKE PEDAL. THIS RESULTED IN THE CONSUMER BROAD SIDING ANOTHER VEHICLE. *AK THE DEALER INFORMED THE CONSUMER THAT THE BRAKES WOULD EVENTUALLY ADJUST TO THE CONSUMER AS THE COMPUTER SETS ITSELF. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10046001
Date of Incident: 20031019
Vehicle: 2000 TOYOTA CELICA
Location of Incident: AVON, IN
NHTSA Summary:
ACCELERATOR ON 2000 TOYOTA CELICA STUCK AND I ENDED UP GOING THROUGH THE WINDOW OF A BUILDING.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10072248
Date of Incident: 20031021
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: DALY CITY, CA
NHTSA Summary:
AFTER BACKING OUT OF THE DRIVEWAY AND COMING TO A STOP SIGN CONSUMER DEPRESSED THE BRAKES AND VEHICLE SURGED FORWARD. WHEN THE BRAKE PEDAL WAS DEPRESSED AGAIN AT ANOTHER STOP VEHICLE SURGED, NEARLY CAUSING AN ACCIDENT. VEHICLE SURGED FORWARD WHILE DEPRESSING THE BRAKES ON THREE OCCASIONS. VEHICLE WAS TAKEN TO THE DEALER ON TWO OCCASIONS BUT, THE PROBLEM WAS NOT RESOLVED. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113588
Date of Incident: 20031025
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: RICHMOND HILL, GA
NHTSA Summary:
WHILE DRIVING, THE VEHICLE ACCELERATED. THE CONSUMER COULD NOT STOP THE VEHICLE EVEN THOUGH HER FEET WAS ON THE BRAKE. THE VEHICLE SURGED. THE CONSUMER STATED IT SEEMED LIKE A COMPUTER PROBLEM. AN ACCIDENT DID OCCUR, HOWEVER THERE WERE NO INJURIES. THE CONSUMER HAD TO MAKE THE VEHICLE SPIN BEFORE SHE COULD STOP IT. PLEASE PROVIDE ANY FURTHER INFORMATION. *JB
Additional Summary:

Toyota ID No: 200311061031
NHTSA ODI No:
Date of Incident: 20031100
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: WAPPINGERS FALLS, NY
NHTSA Summary:
*** PHONE LOG 11/06/2003 02:35:43 PM LESPINOZA
ARB

STS DAUGHTER WAS DRIVING VEH AND PULLED VEH INTO A PARKING SPACE. STS DRIVER APPLIED THE BRAKES AND THE VEH SURGED FOWARD. STS DLR PUT VEH ON A DIAG MACHINE AFTER THE COLLISION CENTER RPR'D IT. DLR ADV VEH IS OKAY. CUST STS SURGING ISSUE IS INTERMITTENT AND HAS EXPERIENCED THE SAME CONCERN ABOUT 6 TIMES. STS NOT INJURIES EVERONE IN SEATBELT. STS AIR BAGS DID NOT DEPLOY. CUST STS NO LONGER WANTS VEH, STS DOES NOT FEEL SAFE IN VEH.

*** CASE CLOSE 11/07/03 05:40:30 AM NYS
CASE DISPATCHED TO FTS JLACEFIELD AND DSPM NMILLER.
*** NOTES 11/07/2003 08:35:42 AM ESTAPLES
ARBITRATION PAPERWORK SENT TO CUST VIA UPS FIRST CLASS MAIL 11/7.
*** NOTES 12/03/03 11:51:50 AM NYS
PER FTS, JOE LACEFIELD, INSPECTED VEHICLE WITH CUSTOMER. FOUND NO CODES IN ANY MODULE. BRAKES WORKING CORRECTLY, AND
TRANSMISSION SHIFTING CORRECTLY. DEMONSTRATED THE BRAKES WOULD HOLD BACK VEHICLE WITH FULL THROTTLE, ADVISED CUST
WHAT TO LOOK FOR IF CONCERN DID OCCUR AGAIN: RPM, BRAKE FEEL, OR ENGINE REVING UP. ADVISED THAT VEHICLE WAS ACTING NORMALLY.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10369135
Date of Incident: 20031101
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: HILTON HEAD ISLAND, SC
NHTSA Summary:
MY 2004 TOYOTA SOLARA SLE V6 EXHIBITS SEVERE THROTTLE LAG AT SPEEDS LOWER THAN 30 MPH. THE LAG IS AT ITS WORST WHILE DECELERATING AND THEN ACCELERATING, WITH A LAG OF UP TO 1-2 SECONDS. THE LAG IS ALSO SEVERE FROM A STOP OR FROM A ROLLING SPEED OF 10 MPH OR LESS. TO COMPENSATE FOR THE LAG, IT IS NATURAL FOR THE DRIVER TO PRESS THE GAS PEDAL EVEN FURTHER AND WHEN THE VEHICLE FINALLY DECIDES TO RESPOND, IT RESPONDS WITH RAPID ACCELERATION. THIS IS A SAFETY ISSUE AND HAS NEARLY CAUSED SEVERAL ACCIDENTS THROUGHOUT MY 3 YEARS OF OWNERSHIP. TOYOTA ISSUED A TSB FOR NEW PROGRAMMING FOR THE ECU/ECT AND IT HAS FAILED TO FIX THE PROBLEM. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060872
Date of Incident: 20031108
Vehicle: 2000 LEXUS RX300
Location of Incident: BIRMINGHAM, MI
NHTSA Summary:
WHILE PULLING INTO A PARKING SLOT IN A GARAGE, MY LEXUS RX300 SUDDENLY ACCELERATED AND SLAMMED INTO A CONCRETE WALL. BOTH FRONT SEAT PASSENGER AIR BAGS WERE DEPLOYED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10046709
Date of Incident: 20031110
Vehicle: 2002 TOYOTA COROLLA

Location of Incident: COLUMBIA, MD
NHTSA Summary:
WHILE SITTING AT A TRAFFIC LIGHT WITH FOOT ON THE BRAKES VEHICLE SUDDENLY ACCELERATED AND REARENDED ANOTHER VEHICLE. UPON IMPACT, AIR BAGS FAILED TO DEPLOY. CONSUMER HAD VEHICLE TOWED TO THE DEALER FOR ANALYSIS. MECHANIC REPLACED BRAKE ROTORS AND OTHER BRAKE PARTS.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10045944
Date of Incident: 20031110
Vehicle: 2002 LEXUS ES300
Location of Incident: ROCKVILLE, MD
NHTSA Summary:
1. WHILE PULLING INTO A PARKING SPACE, AT 2-4 MPH, WITH MY FOOT ON THE BRAKE, THE CAR SUDDENLY ACCERATED AT FULL SPEED, JUMPING THE CURB AND HITTING A TREE WITH FULL FORCE. BECAUSE OF PREVIOUS CONCERNS WITH THROTTLE PROBLEMS NOTED WITH THE DEALERSHIP AT 1000 AND 5000 MILE CHECK, I IMMEDIATELY CALLED THE LEXUS DEALERSHIP. AFTER A CONFERENCE CALL WITH LEXUS ROADSIDE ASSISTANCE AND THE DEALERSHIP, MY CAR WAS FLAT BEDDED TO THE DEALERSHIP. THE FRONTAL CRASH RENDERED THE VEHICLE UNDRIVABLE. RADIATOR DAMAGE WITH LEAKAGE OF FLUID COVERED A PORTION OF THE PARKING LOT. THE LEXUS DEALERSHIP SAID THEY WAS NO PROBLEM WITH THE CAR. I COULD HAVE BEEN KILLED OR SOMEBODY ELSE LIVE COULD HAVE BEEN IN DANGER. 2. THE FRONT AIR BAGS DID NOT INFLATE. 3. THE BRAKE ROTORS HAD TO BE CORRECTED AT 1500 MILES AND A "PART" WAS ORDERED AND PUT ON THE CARE TO CORRECT THIS PROBLEM. 4. THE CAR WHEN DRIVING AT ABOVE 50 PULLS TO THE LEFT AND FROM THE BEGINNING IT FELT AS THO THE CAR WAS UNEVEN EVEN WHEN NOT MOVING. AT THAT TIME I REQUESTED A WRITTEN EXPLANATION OF THIS PROBLEM AND TOLD MY RECORD AT THE DEALERSHIP WOULD SUBSTANCIATE THIS. ON THE NIGHT OF THE ACCIDENT I LEARNED BY REVIEWING COMPLAINTS FROM THE OFFICE OF DEFECT INVESTIGATIONS ON THE NHTSA WEB SITE THAT THE PROBLEMS HAVE BEEN KNOWN BY THE COPORATE OFFICE OF LEXUS FROM AS EARLY AS JANUARY, 2002 IN REGARDS TO ALL OF THE ABOVE PROBLEMS. I ALSO FOUND OUT THERE HAVE BEEN TWO RECALLS ON THIS VEHICLE THAT I WAS NOT INFORMED ABOUT. I WILL BE REQUESTING AN INVESTIGATION WITH THE LEXUS EAST REGIONAL OFFICE AND DISCUSSING THIS WITH THE ROCKVILLE LEXUS OFFICE. I BELIEVE THAT THIS CAR IS UNSAVE TO DRIVE. I BROUGHT THE LEXUS VEHICLE EVEN WITH IT'S PRICE TAG BECAUSE OF ITS REPUTATION AND TO DRIVE MY 3 YEAR OLD GRANDSON AND 1 YEAR OLD GRANDDAUGHTER IN THE SAFTEST MANNER I COULD FACILITATE. I AM SURE THAT MY SON AND DAUGHTER-IN-LAW WILL NOT ALLOW THIS AFTER THIS CRASH!!!*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062872
Date of Incident: 20031113
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: MIDLOTHIAN, VA
NHTSA Summary:
WHILE APPLYING THE BRAKES VEHICLE SURGED FORWARD. *AK PROBLEMS WITH SUDDEN ACCELERATION. *MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063010
Date of Incident: 20031115
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: HILLSIDE, NJ
NHTSA Summary:
WHILE APPLYING THE BRAKES ACCELERATOR PEDAL FAILED. AS A RESULT, CONSUMER'S VEHICLE REAR ENDED ANOTHER VEHICLE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10122662
Date of Incident: 20031117
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WORCESTER, MA
NHTSA Summary:
THE CONSUMER WAS INVOLVED IN AN ACCIDENT AFTER HIS VEHICLE SUDDENLY ACCELERATED AND DID NOT STOP WHEN THE BRAKES WERE APPLIED. *MR ALL COMPUTER PULSES WERE TESTED AND NOTHING WAS FOUND WRONG. WHEN THE SHIFTER WAS PLACED IN THE DRIVE POSITION, THE VEHICLE TOOK OFF. THE BRAKES WERE APPLIED BUT DID NOT STOP THE VEHICLE. THE CONSUMER STEERED TO AVOID THE PARKED VEHICLES AND CRASHED INTO A CHURCH *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071432
Date of Incident: 20031118
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WHITING, NJ
NHTSA Summary:
WHEN THE BRAKES WERE APPLIED, THE VEHICLE ACCELERATED. THE CONSUMER PUT THE VEHICLE IN NEUTRAL TO SLOW IT DOWN , BUT TO NO AVAIL. THIS PROBLEM HAS HAPPENED THREE TIMES WITH THIS PARTICULAR VEHICLE. THE DEALER HAS EXAMINED THE VEHICLE AND COULD NOT FIND THE CAUSE OF THE PROBLEM. *AK *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067501
Date of Incident: 20031123
Vehicle: 2001 TOYOTA SIENNA
Location of Incident: DULUTH, MN
NHTSA Summary:
THE CRUISE CONTROL LEVER IS LOCATED IN AN AREA THAT WHEN THE DRIVER TURNED THE STEERING WHEEL THE CRUISE CONTROL IS ENGAGED AND , RESULTED IN SUDDEN ACCELERATION *AK THE CONSUMER INDICATED THE PROBLEM OCCURRED ON A CONSISTENT BASIS *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063340

Date of Incident: 20031124
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
CONSUMER COMPLAINED ABOUT UNEXPECTED ACCELERATION PROBLEM. CONSUMER WAS DRIVING AND PULLED INTO A PARKING SPACE, AND VEHICLE UNEXPECTEDLY ACCELERATED, KNOCKING DOWN A PARKING SIGN. *AK D *NM
Additional Summary:

Toyota ID No: 200403311021
NHTSA ODI No:
Date of Incident: 20031200
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: HOUSTON, TX
NHTSA Summary:
*** PHONE LOG 03/31/2004 01.23.16 PM VVERA2 JOHN.CUST ATTORNEY IS CLLING OF BEHALF OF CUST. ON DEC OF LAST YEAR OWNER APPLIED PRESSURE TO BRAKE AND THE VEH ACCELERATED INSTEAD OF BRAKING. THE BODY WORK WAS DONE AT WESTSIDE LEXUS. CUST SPOKE TO ROBERT PARNELL WHO ADV CUST THAT HIS DLR COULD NOT LOOK AT VEH TO SEE IF IT HAD A DEFECT. HE INFORMED JOHN TO CONTACT OUR DEPT. EXPLAINED TO CUST THAT THERE IS NOT A RECALL ON THE ES VEH. ADV CUST THAT INSPECTIONS ARE DONE AS A COURTESY IF NO REPAIRS HAVE BEEN MADE > *** NOTES 03/31/2004 01.24.23 PM VVERA2 JOHN WOULD LIKE TO KNOW IF THE DLR CAN INSPECT THE VEH TO SEE IF THE BRAKES ARE OPERATING AS DESIGNED. *** NOTES 03/31/2004 01.26.49 PM VVERA2 TO: RANDY CARNER-SM AND BARBARA WILLIAMS-CSM (281) 558-3030 FROM: JAREN RIRIE 310-468-2190 CUST WOULD LIKE HIS BRAKES INSPECTED TO MAKE SURE THERE IS NOT DEFECT. PLS REVIEW CASE AND F/U TO FURTHER DISCUSS. THANK YOU. *** SUBCASE 200403311021-1 CREATED 04/01/2004 07.35.49 AM JRIRIE *** NOTES 04/02/2004 08.16.35 AM JRIRIE DLR NOTES PER ROBERT PARNELL SM. WE HAVE BEEN INSTRUCTED BY OUR DOM TO TURN THIS CASE OVER TO LEXUS NATIONAL BECAUSE OF THE PRESS THAT THIS ISSUE HAD BEEN GETTING. THIS CUSTOMER HAD NO ISSUES WITH THE VEHICLE UNTIL THE NEWSPAPRE ARTICLE ABOUT A GOVERNMENT INVESTIGATION CAME OUT. *** PHONE LOG 04/02/2004 08.43.57 AM JRIRIE ACTION TYPE: OUTGOING CALL LFT VM FOR KEN DOM SEEKING CLARIFICATION ON PROCESSING OF CUST REQ. *** PHONE LOG 04/02/2004 09.59.29 AM JRIRIE ACTION TYPE: INCOMING CALL KEN DOM ADV TO REQ A PIR TO BE PERFORMED ON VEH FOR AN INSP TO TAKE PLACE. *** PHONE LOG 04/02/2004 10.08.27 AM JRIRIE ACTION TYPE: OUTGOING CALL ADV ATTY JOHN PECORE THAT LEXUS DOES NEED ALL OF THE INCIDENT DETAILS IN ORDER TO REQ A PIR FOR THE VEH. ATTY AGREED TO FAX EVERYTHING OVER TO LCS FOR REVIEW. *** PHONE LOG 04/02/2004 11.43.21 AM JRIRIE ACTION TYPE: OUTGOING CALL LFT VM FOR ATTY JOHN PECORE & ADV THAT LEXUS DOES NEED ALL OF THE INCIDENT DETAILS IN
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063646
Date of Incident: 20031201
Vehicle: 2004 LEXUS ES330
Location of Incident: CENTREVILLE, VA
NHTSA Summary:
VEHICLE DOES NOT ALWAYS RESPOND PROPERLY TO DRIVER DEPRESSING ACCELERATOR. IN SOME CASES, WHEN COASTING SLOWLY E.G., UNDER 10 MPH), SUDDENLY PRESSING THE ACCELERATOR SHARPLY WILL HAVE NO EFFECT FOR ABOUT 1.5 SECONDS. DURING THE DELAY, THE ENGINE WILL CONTINUE TO IDLE AND VEHICLE

SPEED DO NOT INCREASE. AFTER THE DELAY, THE ENGINE AND VEHICLE SPEED INCREASE IN ACCORDANCE WITH THE ACCELERATOR PEDAL POSITION. THIS CAN LEAD TO AN ACCIDENT IF THE DRIVER IS MAKING A LEFT TURN WHEN THERE IS ONCOMING TRAFFIC. THERE IS ANOTHER POSSIBLY RELATED ANOMALY WITH THE CAR. WHEN DRIVING, UNDER SOME CIRCUMSTANCES, WHEN THE DRIVER SHARPLY PRESSES THE ACCELERATOR, THE ENGINE AND VEHICLE SPEED WILL NOT CHANGE FOR ABOUT 1.5 SECONDS. AFTER THE DELAY, THE TRANSMISSION DOWN SHIFTS AND THE ENGINE SPEED INCREASES *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10078546
Date of Incident: 20031209
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: GENESEO, IL
NHTSA Summary:
SOMETIME IN OCT. WHILE PULLING OFF OF I-74 ONTO 53RD ST. IN DAVENPORT, IA, WAS THE FIRST TIME THAT WHEN THE BRAKE WAS APPLIED THE CAR SPED UP RATHER THAN SLOWED DOWN. THIS HAPPENED AGAIN TOWARDS THE END OF NOVEMBER WHILE TRAVERSING FROM US-6 ONTO I-80 IN GENESEO. BOTH TIMES I HAD BEEN USING THE CRUSE CONTROL, DISENGAGED IT BY APPLYING THE BRAKE AND AS THE CAR SLOWED DOWN REAPPLICATION OF THE BRAKE CAUSED THE CAR TO SPEED UP. BY TAKING MY FOOT OFF THE BRAKE AND THEN REAPPLYING THE BRAKE CAR SLOWED NORMALLY. ABOUT THE MIDDLE OF DECEMBER I HAD A MORE SERIOUS INCIDENT WHILE PULLING INTO A CONVIENCE STORE OFF OF WOLF ROAD IN GENESEO. I DIENGAGED THE CRUSE AND PULLED INTO A PARKING PLACE. THE CAR SLOWED NORMALLY AND WAS ALMOST TO A STOP WHEN IT BEGAN TO ACCELERATE WHILE THE BRAKE WAS APPLIED. I TURNED THE CAR TO THE RIGHT, AND JUST MISSED THE BUILDING, BUT TOOK OUT A 4X4 SUPPORT FOR THE ROOF OVERHANG. DAMAGE WAS LIMITED TO DENTS ON THE CAR AND THE 4X4. NO PERSONAL INJURIES WERE INVOLVED. AFTER THE FIRST OCCURANCE I THOUGHT IT WAS MY MISTAKE, I APPLIED THE ACCELERATOR WHEN I MEANT TO APPLY THE BRAKE. THE SECOND TIME I FELT IT WAS PROBABLY A PROBLEM WITH THE CAR, AND WOULD BRING IT UP WITH TOYOTA NEXT TIME I BROUGHT THE CAR IN. THE THIRD TIME I WAS SURE THAT IT WAS A PROBLEM FOR TOYOTA AND I TOOK THE CAR INTO THE TOYOTA DEALER. THEY COULD NOT DUPLICATE THE PROBLEM AND SAID NEITHER THEY OR THE DISTRICT OFFICE HAD HEARD OF A SIMILAR PROBLEM BEFORE. WE THEN CONTACTED THE TOYOTA OFFICE IN CALIFORNIA, AND THEY TOOK DOWN THE INFORMATION, INFORMING US THIS PROBLEM HAD NOT OCCURED BEFORE. LAST WEEK SCOTT YON OF THE NHTSA CONTACTED US AND ASKED QUESTIONS ABOUT THE THREE OCCURANCES. AFTER LOOKING AT THE NHTSA WEB SITE AND FINDING MANY SIMILAR INSTANCES I DECIDED TO ADD MY COMPLAINT TO THE LISTING *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10056537
Date of Incident: 20031209
Vehicle: 2002 TOYOTA CAMRY SOLARA
Location of Incident: WALNUT CREEK, CA
NHTSA Summary:
I WAS IN "REVERSE" AND BACKED INTO A CONCRETE POLE IN MY OFFICE PARKING GARAGE. I APPLIED THE BRAKES TO STOP THE VEHICLE. THE CAR JUMPED INTO "DRIVE," AND RAPIDLY ACCELERATED, AND WOULD NOT RESPOND TO MY EFFORTS TO BRAKE. I THEN HIT A CONCRETE POLE HEAD ON, WHICH TOTALED MY VEHICLE *AK ON A PRIOR

OCCASION THAT HAPPENED IN FEBRUARY 2003, THE CONSUMER WAS DRIVING FOR SEVERAL MINUTES WITH THE CRUISE CONTROL SET TO 60-65 MPH. WITHOUT INPUT, THE VEHICLE SPEED INCREASED RAPIDLY TO 80-85 MPH. THE CONSUMER CANCELLED THE CRUISE BY APPLYING THE BRAKES, THEN TURNED OFF THE CRUISE MASTER SWITCH
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10114197
Date of Incident: 20031212
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BOCA RATON, FL
NHTSA Summary:
MY MOTHER BERTHA SUSSMAN WAS DRIVING AT A SLOW SPEED WHEN SHE APPROACHED THE GATE OF HER COMMUNITY. SHE STEPPED ON THE BRAKE AND THE CAR ACCELERATED. SHE HIT A TREE AS THE CAR PICKED UP SPEED. SHE HAS SPENT THE LAST YEAR IN THE HOSPITAL, HOSPICE, AND NURSING HOME *AK
Additional Summary:

Toyota ID No: 200401290690
NHTSA ODI No:
Date of Incident: 20031222
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: VISALIA, CA
NHTSA Summary:
*** PHONE LOG 01/29/2004 11:01:26 AM ESTAPLES
=== LEMON LAW === RECEIVED VIA CERTIFIED MAIL AT TCS WEST 1/29. CST STS CNCRN(ED) WITH ENGINE - IDLES TOO HIGH, LURCHES FORWARD. VEH OUT OF SERVICE SINCE 12/22/03.

*** CASE CLOSE 02/24/04 10:23:41 AM SF3
CUST HAS ACCEPTED TOYOTA'S REPURCHASE OFFER.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10066132
Date of Incident: 20031223
Vehicle: 2003 TOYOTA SEQUOIA
Location of Incident: BAYTOWN, TX
NHTSA Summary:
2003 SR5 SEQUOIA WITH 4700 MI. AND TWO ACCELERATOR PROBLEMS: 1. SURGING FROM A STOP AND WHEN ACCELERATING OUT OF A TURN. 2. A DEAD ACCELERATOR FOR A PERIOD OF SIX TO TEN SECONDS WHEN ACCELERATING OUT OF A TURN. THE ENGINE DOES NOT DIE IT JUST REMAINS AT AN IDLE FOR THE SIX TO TEN SECONDS WHILE THE DRIVER IS PRESSING ON THE ACCELERATOR PEDAL. THESE TWO PROBLEMS ARE NOT CONSTANT THEY JUST HAPPEN FROM TIME TO TIME. THREE TRIPS TO THE DEALER SO FAR RESULTS IN THE RESPONSE "UNABLE TO DUPLICATE PROBLEM". THE FIRST FAILURE DATE IS THE DAY WE DROVE THE VEHICLE HOME FOR THE FIRST TIME AND CONTINUES TO NOW
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10055204
Date of Incident: 20031225
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: SMITHTOWN, NY
NHTSA Summary:
2004 TOYOTA COROLLA SUDDENLY ACCELERATES AGAINST THE WILL AND CONDUCT OF THE OPERATOR OF THE VEHICLE ON SEVERAL OCCASIONS - TOYOTA MOTOR COMPANY IGNORES ISSUE REPEATEDLY ODI CASES 1431208 AND 10051102 ARE INVITED TO CONTACT ME (SEAN) AT 646-263-4970 TO DISCUSS SIMILAR EXPERIENCE.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10055820
Date of Incident: 20031227
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FRESNO, CA
NHTSA Summary:
UPON PUTTING VEHICLE IN PARK WHILE AT A COMPLETE STOP WITH FOOT DEPRESSED ON THE BRAKE PEDAL. THE VEHICLE ACCELERATED AT A RAPID SPEED AS A RESULT THE VEHICLE SIDE SWIPED ANOTHER VEHICLE ON IT'S RIGHT SIDE A FACTORY REPRESENTATIVE INSPECTED THE VEHICLE BUT COULDN'T LOCATE THE CAUSE OF THE RAPID AND SUDDEN ACCELERATION *NM *NM
Additional Summary:

Toyota ID No: 200403090436
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: THOUSAND OAKS, CA
NHTSA Summary:
*** PHONE LOG 03/09/2004 09 32:58 AM JARMENTA
02 CAMRY. CUST STS VEH SURGES AT FULL THROTLE WHEN IN GEAR. STS VEH HAS DONE IT TWICE IN DRIVE, AND ONCE IN REVERESE. CUST STS DLR WAS UNABLE TO DUPLICATE CONCERN, AND THEREFORE COULD NOT RPR. CUSTS STS READ THAT NITSA WAS INVESTIGATING THIS CONCERN (INVESTIGATION # PE04021), AND WOULD LIKE TO KNOW WHAT SHE NEEDS TO DO TO PROCEED
NOTE TO CRM- IF NECESSARY PLS CONTACT DSPM FOR FURTHER REVIEW THANKS

*** CASE CLOSE 03/10/04 10 12:11 AM DLR04117
SPOKE ABOUT HER CONCERN (INVESTIGATION # PE04021). WILL STAY IN CONTACT IF THERE IS A RECALL. SO FAR, WE HAVE NOT BEEN ABLE TO DUPLICATE HER CONCERN.

Additional Summary:

Toyota ID No: 200403170620
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
*** PHONE LOG 03/17/2004 11 01 35 AM MCERVANTES1

02 CAMRY 30K. CUST STS CUST IS EXPERIENCING CONCERNS W/ THE THROTTLE CONTROL SYSTEM. CUST STS WHEN CUST PUTS VEH OF PEDAL & IS STEPPING ON THE BRAKE IT ACCELERATES. CUST STS IT DOES NOT HAPPENS ALL THE TIME. CUST STS WILL NOT DRIVE VEH B/C IS CONCERNED W/ SAFETY CUST FLS THIS IS A SAFETY CONCERN & WOULD LIKE TO KNOW WHAT TOY IS DOING IN REGARDS TO THIS CONCERN CUST STS TO KOW IF VEH IS INVOLVED IN ANY SSC
Additional Summary:

Toyota ID No: 200403110048
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: CORAM, NY
NHTSA Summary:
*** PHONE LOG 03/11/2004 06.42:21 AM SFARR
CUST HUSB, WILLIAM, CALLING TO ADV VEH BEGAN SURGING MONTHS AGO. STS HAS FRIEND WITH SAME VEH AND HIS VEH WAS IN AN ACCIDENT CUST STS HAS HOME IN NY AND FL. CUST STS CURRENTLY IN FL NOW.

*** CASE CLOSE 03/11/2004 06:42:30 AM SFARR
NCR APOL. ADV CONCERNS HAVE BEEN DOC AT HQ. CURRENTLY NO SSC'S AND REF TO CRM FOR FURTHER CLARIFICATION

Additional Summary:

Toyota ID No: 200403110927
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: RIVERSIDE, CA
NHTSA Summary:
*** PHONE LOG 03/11/2004 12:34.25 PM EOROZCO
LORAN (HUSBAND) CUST STS HEARD SOME INFO ABOUT THE THROTTLE STICKING WHEN THE VEH IS AT A STOP CUST STS THIS INFO WAS HEARD THROW THE NEW. CUST STS HIS WIFE HAS HAD THIS HAPPEN TO HER A COUPLE OF TIME CUST STS WOULD LIKE TO HAVE THE VHE DIAG AT THE DLR
*** DEALER NOTES 03/11/04 14 24.37
CRM SPK TO CUST, LORAN ON 03/11/04 @ 1:10PM, CRM CLARIFD TO WARNTY COVRAGE TO CUST & EXLN THAT CUST MUST SIGN AUTH FOR DLR TO INSP & RD-TEST VEH BEFORE DETRMIN CONCRN IS UNDER WARNTY OR NOT. CUST UNDERSTD. CUST STS HE'LL CALL WIFE SANDY TO CONFIRM MILEAGE ON VEH & C/B TO SVC DEPT TO SETUP APPT TO BE UPDATED.
*** DEALER NOTES. 03/16/04 09.43.06
CUST CALLED SVC MGR ON 03/12/04 @ 11 45AM. APPT SET FOR MONDAY 3/15/04 FOR DLR TO RD TEST VEH DLR CONTACTD TAS, CASE # 040720060. TAS INFM DLR THERE'S NO CONCRETE CASE/EVIDENCE DOC FOR 02 MODEL CAMRY PERTAINING TO CUST'S CONCRN OF VEH SURGING FORWARD DURING IDLING. SEE CLOSING STATMT.

*** CASE CLOSE 03/16/04 09:46 02 AM DLR04388
CUST CALLED IN & LM/M FOR SVC MGR ON 3/15/04 @ APPR 8AM. MSG STS HE WILL NOT BRING VEH IN AFTERALL. MSG STS IF CONCRN RE-OCCURS, HE WILL CONTACT DLR AGAIN CLOSE OUT

Additional Summary:

Toyota ID No: 200403121157
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SOMERVILLE, MA
NHTSA Summary:
*** PHONE LOG 03/12/2004 03 04 12 PM DDRURY
CUST STS HAS EXPERIENCED SOME SURGING WHEN STOPPED CUST STS HEARD CONCERNS ABOUT VEH SURGING. CUST SKS TO VOICE HER CONCERNS

*** CASE CLOSE 03/12/2004 03 04:34 PM DDRURY
NCR APOL AND ADV CUST WOULD DOC HER CONCERNS NCR PROVIDED CASE #.
Additional Summary:

Toyota ID No: 200403161002
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: EUGENE, OR
NHTSA Summary:
*** PHONE LOG 03/16/2004 01 22 47 PM JCORONA
PA
NO PREV CASE
CUST STS OVER SEVERAL MONTHS THE VEH WILL SURGE FORWARD WHEN FOOT IS ON THE BREAK. CUST STS THE VEH RECENTLY DID THAT 3X IN ONE NIGHT CUST STS IS VERY CONCERNED WITH SAFETY & STS HAS TO APPLY THE EMERGENCY BRAKE TO STOP THE VEH. CUST STS THE DLR WAS NOT ABLE TO DUP AFTER HAVING VEH 2DAYS. CUST STS THE DLR ADV DROVE VEH 4X ON THE SECOND DAY.
*** NOTES 03/16/2004 01.43:08 PM JJACKSON
CUST CALLED BACK STATING WANTED ADDITONAL INFORMATION CUST STS REQ THE NUMBER TO NHTSA NCR APOL AND ADV 800# NCR OFFERED ADDITIONAL ASSISTANCE. CUST DECLINED
*** NOTES 03/19/04 02 37:21 PM PTL1
RCR CALLED CUSTOMER LEFT MESSAGE ADVISING CUSTOMER THE SITUATION WITH HER VEHICLE HAS NOT BEEN DUPLICATED WHILE AT THE DEALERSHIP FOR TIMETABLE OF 8 DAYS THE SERVICE MANAGER HAS PERSONALLY DRIVEN THE VEHICLE AND HAS NOT BEEN ABLE TO REPRODUCE THE CONDITION.

*** CASE CLOSE 03/19/04 04 03 35 PM PTL1
RCR CONTACTED CUSTOMER REVIEWED ISSUES WITH SURGE CONDITION AND THAT THE DEALERSHIP COULD NOT DUPLICATE IT AFTER 8 DAYS OF DRIVING VEHICLE. RCR ADVISED CUSTOMER AS SOON AS A FIX IS AVAILABLE SHE WILL BE NOTIFIED AND CONDITION WILL BE CORRECTED. CUSTOMER VERY FRUSTRATED BUT UNDERSTANDS NO FIX AT THIS TIME

Additional Summary:

Toyota ID No: 200403240602
NHTSA ODI No:
Date of Incident: 20040000

Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAFAYETTE, IN
NHTSA Summary:
*** PHONE LOG 03/24/2004 10:41:23 AM PTIMBERLAKE
POTENTIAL ARBITRATION
STS THE VEH LUNGES FORWARD WHEN FOOT IS ON THE BRAKE. STS COND IS INTERMITTENT AND THE DLR HAS NOT BEEN ABLE TO DUP. DLR STS CUST IS PRESS GAS PEDAL INSTEAD OF BRAKE PEDAL CUST CNCRND AS FLS THAT THE COND COULD CAUSE HER TO HIT A PEDESTRIAN OR VEH WHILE IN FRONT OF THEM. CUST STS VEH HAS NOT BEEN IN ACCIDENT SH: PEN - 200305130666

*** CASE CLOSE 03/29/04 11:57.08 AM CHIS
REGION CONTACTED DLR. SM ROB LAWSON WHO STATED THAT HE DROVE VEHICLE 4 - 5 TIMES. ONE TIME DROVE VEHICLE FOR 35 MILES. NEVER ABLE TO DUPLICATE A "LUNGES FORWARD" CONDITION AS REP. BY CUSTOMER. DLR. SALES MGR. ALSO DROVE COULD NOT DUPLICATE. REGION TOLD CUST. CANNOT IX ISSUE THAT DLR. IS NOT REQUEST. ASSIS ON. SUGG CUST. MEET W DSPM. CUST SAID NO. CUST ASKED ABOUT INV REGION STATED WE ARE COOPERATING AND TO CALL NHSTA IF SPECIFIC ?S ON THE INVES

Additional Summary:

Toyota ID No: 200403220344
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BROKEN ARROW, OK
NHTSA Summary:
*** PHONE LOG 03/22/2004 08 19:43 AM VVERA2 CUST STS THAT HE HAD THE ECM UPDATE. HE STS THAT RECENTLY HE RECD A SECOND LETTER. HE WAS WONDERING IF THERE WAS AN ADDITIONAL UPDATE OR IF IT WAS THE SAME ONE THAT HE ALREADY HAD DONE. CUST STS THAT HIS VEH SURGES WHEN HE SLOWS DOWN TO COME TO A STOP ADV CUST THAT RECOMMEND THE DLR INSPECT HIS VEH. *** CASE CLOSE 03/22/2004 08:20 10 AM VVERA2 APOL AND ADV CUST THAT I AM NOT SHOWING ANY OUTSTANDING SSC'S RECOMMENDED CUST HAVE HIS VEH INSPECTED AND THEN CONTACT US FOR FURTHER ASSIST IF REQUIRED NO ASSIST REQ AT THIS TIME.
Additional Summary:

Toyota ID No: 200401130982; 200401200318
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2003 TOYOTA LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: VISALIA, CA
NHTSA Summary:
*** PHONE LOG 01/13/2004 01:10 26 PM SBROWN
CUST STS ON 3 DIFF OCCASSIONS VEH HAS SURGED FORWARD WHEN APPLIED THE BRAKES. STS TWICE DLR HAS INSPECT VEH & ADVISED THAT SYSTEM SHOWED "NO DIAGNOSITIC CODES". STS VEH IS CURRENTLY AT DLRSHIP UNDERGOING FURTHER DIAGNOSIS & DLR ADVISED CUST TO REPORT MATTER TO CAC STS BEFORE CALLING RESEARCHD NHTSA & FOUND 7 REPORTS (FROM OTHER 03 CAMRY OWNERS)EXPERIENCING THIS SAME COND CUST SKS TO ADVISE TMS OF VEH CONCERNS. STS NOT SURE WHAT IS GOING TO BE DONE TO RPR VEH. (NCR .
*** NOTES 01/13/2004 01:13:00 PM SBROWN

APOL & ADVISED WILL DOC CUST CONERNS W/PRODUCT AT THIS MILEGE INTERVAL BUT AS TMS ISNOT AWREOF ANY LARGE SCALE ISSUE AFFECTING 03 CAMRY, MUST HANDLE MATTER CASE-BY-CASE WHEN VEH COMES INTO DLR. NCR EXPLAIND TOYOTA RELIES ON DLR TO DUPLICATE COND & FROM THERE RENDER PROPER DIAGNOSIS & RECOMMENDATION FOR RPRS. NCR EXPLAIND TOYOTA ALSO PROVIDES TECH SUPPORT TO DLRS FOR UNUSUAL CASES. NCR ADVD COMMENTS DOC'D & CUST CAN CONTINUE TO WORK W/DLR RE: DIAG & RPRS | CUST AGREED

*** CASE CLOSE 01/13/2004 01:13:17 PM SBROWN
CLOSE CASE.
*** PHONE LOG 01/20/2004 08:26:40 AM ALIAO
ARB
PREV CASE 200401130982
CUST STS ON 3 DIFF OCCASSIONS VEH HAS SURGED FORWARD WHEN APPLIED THE BRAKES. STS TWICE DLR HAS INSPECT VEH & ADVISED THAT SYSTEM SHOWED "NO DIAGNOSITIC CODES". STS VEH IS CURRENTLY AT DLRSHIP UNDERGOING FURTHER DIAGNOSIS & DLR ADVISED CUST TO REPORT MATTER TO CAC. STS BEFORE CALLING RESEARCHD NHTSA & FOUND 7 REPORTS (FROM OTHER 03 CAMRY OWNERS)EXPERIENCING THIS SAME COND
*** NOTES 01/23/2004 10:24:47 AM WSAMUELS
ARB PPWK WAS SENT TO THIS CUSTOMER VIA USPS FIRST CLASS MAIL DATED 1/21/04 ALLOW 7-10 B/D FOR PPWK.

*** CASE CLOSE 01/26/04 10:46:23 AM SF3
CUST MAY PURSUE ARB.
Additional Summary:

Toyota ID No: 200403090658
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: CINCINNATI, OH
NHTSA Summary:
*** PHONE LOG 03/09/2004 10:53:26 AM JARMENTA
CUST STS IS HAVING A CONCERN WITH HIS VEH SURGING. STS VEH JUMPS FORWARD, AND IS AFRAID THAT VEH MAY JUST AT A BAD MOMENT, AND INJURE SOMEONE, STS SPOKE TO SERV MGR AND HAS APPT ON THURS. HOWEVER DLR ADVD HAS NEVER HEARD OF CONCERN, AND ADVD MAY NOT BE ABLE TO ASSIST.
NOTE TO CRM IF NECESSAY PLS CONTACT YOUR DSPM FOR FURTHER ASSIST THANKS
*** NOTES 03/11/04 06:23:09 AM CIN1
EMAILED 3 DAY NOTICE TO CRM AND SM TO CALL CUSTOMER TO AVOID POSSIBLE NO RESPONSE OR UPDATE CASE NOTES.

*** CASE CLOSE 03/11/04 11:45:45 AM DLR34078
WE SET APPOINT UPY ON 3/9/04 FOR INSPECTION TODAY. WE HAVE BEEN UNABLE TO DUPLICATE CONDITION. WE HAVE CONTAQCTED TECH ASST AND WILL WORK WITH THEM FOR POSS SOLUTION IF NEEDED
Additional Summary:

Toyota ID No: 200403181173
NHTSA ODI No:
Date of Incident: 20040000
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300

Location of Incident: EDMONDS, WA
NHTSA Summary:
*** PHONE LOG 03/18/2004 03:37:43 PM DDRURY
CUST STS SHE WAS PARKED AND VEH SURGED FORWARD. CUST STS ANOTHER TIME SHE WAS STOPPED AT TRAFFIC LIGHT AND WITH FOOT ON THE BRAKE SHE WAS MOVING FORWARD. CUST STS DLR DID NOT INSPECT VEH EITHER TIME. CUST SKS TO VOICE HER CONCERNS

*** CASE CLOSE 03/18/2004 03:37:58 PM DDRURY
NCR APOL AND ADV CUST WOULD DOC CONCERNS. NCR PROVIDED CASE #.
Additional Summary:

Toyota ID No: 200401261552
NHTSA ODI No:
Date of Incident: 20040100
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: GENESEO, IL
NHTSA Summary:
*** PHONE LOG 01/26/2004 03:21:45 PM LESPINOZA
CUST STS ONGOING VEH CONCERN . CUST STS APPLIES THE BRAKES AND VEH ACCELORATES FORWARD, INTERMITTENTLY. CUST STS 3RD TIME ISSUE OCCURED VEH WAS INVOLVED IN AN ACCIDENT. CUST STS WAS PULLING INTO A STORE PARKING SPACE. CUST APPLIED THE BRAKE, VEH ALMOST CAME TO A COMPLETE STOP THEN ACCELORATED FORWARD. STS SWERVED TO MISS A BUILDING AND HIT A POLE W/ THE RIGHT FRONT BUMPER AND THE POLE CAME DOWN ON THE HOOD. CUST STS DLR INSPECTED VEH, WERE NOT ABLE TO DUPLICATE & ADV'D
*** NOTES 01/26/2004 03:23:02 PM LESPINOZA
VEH WAS OKAY. CUST STS BODY WORK HAS BEEN COMPLETED. CUST STS WILL CONTINUE TO DRIVE VEH. NCR OFFERED REGION OPEN AND CUST DECLINED

*** CASE CLOSE 01/26/2004 03:24:02 PM LESPINOZA
NCR ADV CUST WILL DOC CONCERN AT TOY HQ
Additional Summary:

Toyota ID No: 200401061118
NHTSA ODI No:
Date of Incident: 20040100
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: WAUKEGAN, IL
NHTSA Summary:
*** PHONE LOG 01/06/2004 01:50:25 PM PTIMBERLAKE
==FCRP== CUST STS SHE WAS ENTERING AN INTERSECTION AND APPLIED THE BRAKES. STS INSTEAD OF VEH SLOWING DOWN THE VEH ACCELERATED CAUSING HER TO HIT ANOTHER VEH ON OTHER VEH'S REAR PASSENGER SIDE NEAR REAR TIRES. CUST STS VEH ACCELERATING WHEN APPLYING BRAKES HAS HAPPENED BEFORE. CUST WANTS TO KNOW WHY VEH ACCELERATED WHEN APPLYING THE BRAKES. LEGAL REQUESTS FCRP WITH MANY INTERIOR/EXTERIOR PHOTOS.
*** NOTES 01/07/04 07:17:22 AM CHI5
REGION LEFT MESSAGE ON CUSTOMER'S PHONE RECORDER TO PLEASE CALL TO SET UP AN APOINTMENT FOR INSPECTION OF VEHICLE
*** NOTES 01/14/2004 10:49:19 AM LESPINOZA
NCR C/B CUST . CUST STS REGION INSPECTED THE VEH AND ADV CUST VEH IS OPERATING AS DESIGNED. STS REGION WAS NOT ABLE TO DUPLICATE. CUST STS DOES NOT FEEL

SAFE IN VEH. NCR ADV CUST CAN PURSUE OUTSIDE OF TOY, GET A 2ND OPINION OR PURSUE ARB. NCR OFFERED ADDRESS TO LEGAL

*** CASE CLOSE 01/14/04 02:40:32 PM CHI5
FTS INSPECTED VEHICLE AND ROAD TESTED. VEHICLE OPERATED AS DESIGNED. CUSTOMER WAS TOLD SHE MUST CONSIDER HUMAN ERROR. LETTER SENT TO CUSTOMER ADVISING THAT VEHICLE OPERATED AS DESIGNED

Additional Summary:

Toyota ID No: 200401160339
NHTSA ODI No:
Date of Incident: 20040100
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: DOWNERS GROVE, IL
NHTSA Summary:
*** PHONE LOG 01/16/2004 09:10:19 AM BBRIEDE
===FCRP===
CUST STS WAS TURNING INTO A PARKING LOT WHEN THE VEH SUDDENLY ACCELERATED FORWARD AND HIT A WALL. STS HAD VEH SERVICED THE DAY BEFORE AND FELT SOMETHING WASN'T SAME WITH VEHICLE. STS THERE WERE NO MAJOR INJURIES BUT SHE HAS BRUISES AND HAS DOCTORS APPT. STS WOULD LIKE INSPECTION OF VEH TO DETERMINE IF SOMETHING FAULTY IN ENGINE. NCR APOL & ADV OF FCRP INSPECTION CUST REQUESTED INSPECTION AND IS AWARE OF 60-DAY PROCESS
*** NOTES 01/16/2004 09:11:55 AM BBRIEDE
LEGAL REQUESTS FIELD REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 01/23/2004 12:30:24 PM LESPINOZA
NCR C/B CUST. CUST STS HAS NOT BEEN CONTACTED BY THE REGION AND SKS CASE STATUS. CUST STS BODY WORK WILL BE COMPLETED ON 2/5/04 AND WOULD LIKE VEH INSPECTED BEFORE TAKING DELIVERY. NCR ADV WOULD CONTACT REGION AND ADV CUST SKS F/U
NCR CONTACTED REGION LEFT MSG FOR JASON RUSSO TO ADV CUST SKS F/U REGARDING FCRP INSPECT
*** NOTES 01/27/04 09:26:08 AM CHI4
CONTACTED CUST. CUST NOT AVAIL. LEFT MESSAGE FOR CONTACT.
*** NOTES 01/27/04 09:30:32 AM CHI4
CONTACTED CUST. ADV THAT VEH HAS NOT BEEN REPAIRED AND AT PACKEY WEBB FORD DLR IN WHEATON, IL. ADV WOULD HAVE VEH INSPECTED
*** NOTES 01/27/04 09:38:47 AM CHI4
FORWARDED TO FTS FOR INSPECTION.
*** NOTES 02/06/04 12:44:14 PM CHI4
FTS COMPLETED INSPECTION OF VEH ON 1/29/04. FTS STS UPON INSPECTION VEH WAS OPERATING PROPERLY AND FUNCTIONED AS DESIGNED

*** CASE CLOSE 02/06/04 12:44:34 PM CHI4
VEH OPERATING PROPERLY.
*** NOTES 03/11/2004 08:13:42 AM MSOLORIO
CUST C/B SHE FEELS THAT TOY WAS RESPONSIBLE FOR ISSUE THAT OCCURED. NCR TRANSFERED TO PRODUCT LIABILTY PER ADV FROM SUPERVISOR.
*** NOTES 03/12/2004 09:13:55 AM PTIMBERLAKE
++OUTGOING CUST CALL++ NCR RETURNING VM FROM CARL SIPEK - BROTHER (630-243-3020) NCR SPOKE TO WIFE - LYNN WHO ADV HER HUSBAND HAS QUESTIONS ABOUT NHTSA INVESTIGATION REGARDING CAMRY ACCELERATION. ADV LYNN TO HAVE HER BROTHER OR SISTER IN LAW CALL BACK.

*** N
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10101790
Date of Incident: 20040101
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: DOWNERS GROVE, IL
NHTSA Summary:
OWNER OF 2003 TOYOTA CAMRY EXPERIENCED SUDDEN ACCELERATION SUGGEST NHTSA INITIATE INVESTIGATION. *BF WHILE THE CONSUMER WAS PARKING THE VEHICLE IT SUDDEN SURGED FORWARD HITTING A CONCRETE WALL. AS A RESULT THE CONSUMER SUSTAINED SOME BRUISES. THE ACCIDENT CAUSED $5000 WORTH OF DAMAGE TO THE VEHICLE. THIS INCIDENT WAS FOLLOWED BY TWO MORE SIMILAR OCCURRENCES. NO ANSWER REQUIRED - DUPLICATE OF ODI REF. NO 10101616. *MJ SEE ALSO 10063095. *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067142
Date of Incident: 20040101
Vehicle: 2003 LEXUS ES300
Location of Incident: URBANDALE, IA
NHTSA Summary:
CONSUMER COMPLAINED ABOUT UNEXPECTED ACCELERATION. CONSUMER TOOK VEHICLE TO THE DEALER. ALSO, THE LEXUS CORPORATION SENT A REPRESENTATIVE TO INSPECT THE VEHICLE, AND THEY CLAIMED THERE WAS NO PROBLEM. *AK CONSUMER WAS PULLING OUT FROM A PARKING SPACE WHEN VEHICLE ACCELERATED FORWARD AS SOON AS CONSUMER STEPPED ON THE BRAKE PEDAL. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10075245
Date of Incident: 20040101
Vehicle: 2004 LEXUS ES330
Location of Incident: SAN MARINO, CA
NHTSA Summary:
AUTOMATIC TRANSMISSION/VEHICLE SPEED CONTROL ACCELERATOR PEDAL FAILED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10055728
Date of Incident: 20040106
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: JAMAICA, NY
NHTSA Summary:
THE VEHICLE ACCELERATED ON ITS OWN WHICH CAUSED THE VEHICLE TO CRASH INTO A WALL AND DAMAGE THE FRONT OF THE VEHICLE. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094578
Date of Incident: 20040106
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: MASHPEE, MA
NHTSA Summary:
WHILE IN A PARKING LOT AND BACKING OUT OF A PARKING SPACE VEHICLE ACCELERATED, HITTING A PEDESTRIAN *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10156012
Date of Incident: 20040110
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: DOVER, NH
NHTSA Summary:
I OWN A 2004 CAMRY SE WITH THE 3.3 LITER V6. EVER SINCE WE PURCHASED THIS CAR WE HAVE PUT UP WITH A TERRIBLE HESITATION IN THROTTLE RESPONSE. MANY TIMES WE HAVE NEARLY BEEN HIT BY OTHER CARS WHILE PULLING INTO THE FLOW OF TRAFFIC. I HAVE TAKEN IT TO THE DEALERSHIP AND SPOKEN WITH THE MANAGER AS WELL AS MET WITH THE REGIONAL TOYOTA REP. THEY BOTH ACKNOWLEDGED THAT THIS IS AN ISSUE BUT OFFERED NO RESOLUTION. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062975
Date of Incident: 20040111
Vehicle: 2003 LEXUS ES300
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
WHILE DRIVING AT 15 MPH VEHICLE EXPERIENCED UNWANTED SUDDEN ACCELERATION WHEN THIS OCCURRED. CONSUMER IMMEDIATELY DEPRESSED THE BRAKE PEDAL, AND PUT VEHICLE IN NEUTRAL TO STOP THE ACCELERATION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10108704
Date of Incident: 20040112
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BROOKLYN, NY
NHTSA Summary:
THE VEHICLE TENDS TO HESITATE AND NOT ACCELERATE WHILE PRESSING DOWN ON THE ACCELERATOR PEDAL WHILE ON THE ROAD. OWNER WILL CONTACT MANUFACTURER. *JB *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10154137

Date of Incident: 20040114
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: DOWNERS GROVE, IL
NHTSA Summary:
2003 CAMRY ACCELERATED OUT OF CONTROL CAUSING CONSUMER TO CRASH INTO A WALL. *TS THE CONSUMER WANTED TO KNOW IF ANY ACTION WILL BE TAKEN REGARDING HER COMPLAINT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10055375
Date of Incident: 20040120
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: VISALIA, CA
NHTSA Summary:
IN NOVEMBER 2003 VEHICLE EXPERIENCED SUDDEN ACCELERATION. TWO MONTHS LATER, ONCE AGAIN WHILE DRIVING, VEHICLE EXPERIENCED SUDDEN ACCELERATION. DEALER INDICATED BOTH TIMES THAT NOTHING WAS WRONG WITH THE VEHICLE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065839
Date of Incident: 20040122
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CAMARILLO, CA
NHTSA Summary:
WITNESSES SAW MY PARENTS VEHICLE (A 2002 TOYOTA CAMRY) COMING TO A STOP AND THEN SUDDENLY ACCELERATE.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060870
Date of Incident: 20040122
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: TEANECK, NJ
NHTSA Summary:
MY 2003 TOYOTA COROLLA EXPERIENCED A SUDDEN ACCELERATION PROBLEM TWICE. THE LOCAL TOYOTA DEALER AND TOYOTA'S FIELD TECHNICAL SPECIALIST REFUSED TO BELIEVE THE CAR WOULD HAVE ACCELERATED BY ITSELF UNLESS I HAD PRESSED THE ACCELERATOR. NO WAY!!! THEY SAID IT WAS IMPOSSIBLE FOR THE CAR TO HAVE PICKED UP SELF-ACCELERATION. THEY WERE UNABLE TO PINPOINT ANY PROBLEM. THIS IS A VERY DANGEROUS SITUATION! I WAS LUCKY NOBODY WAS HURT OR KILLED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10120000
Date of Incident: 20040128
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: DAYTON, TN
NHTSA Summary:

DT: THE CONSUMER'S VEHICLE ACCELERATED SUDDENLY AND RESULTED IN AN ACCIDENT ON JAN 28, 04 WHICH TOTALED THE VEHICLE. THE FIRST TIME THE GAS PEDAL BECAME STUCK WAS NOV. 03. THAT TIME THE PROBLEM WAS REPAIRED AND THE CONSUMER WAS CHARGED FOR THE REPAIRS. THIS PROBLEM IS UNDER INVESTIGATION WITH NHTSA. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10056060
Date of Incident: 20040128
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WAUKEGAN, IL
NHTSA Summary:
WHILE DRIVING CONSUMER APPLIED THE BRAKES AND VEHICLE SUDDENLY ACCELERATED. CONSUMER WAS UNABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND IT HIT ANOTHER VEHICLE HEAD ON. UPON IMPACT, BOTH AIRBAGS DID NOT DEPLOY. CONSUMER HAD VEHICLE TOWED TO REPAIR SHOP, BUT MECHANIC WAS NOT ABLE TO DUPLICATE THE PROBLEM *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298634
Date of Incident: 20040128
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: SEA GIRT, NJ
NHTSA Summary:
1/28/04, I WAS PULLING HEAD ON, AT A LOW RATE OF SPEED, ALMOST A CRAWL, INTO A PARKING SPACE, IN FRONT OF A BUSINESS AND THE CAR "JUMPED" OR SURGED FORWARD. MY FOOT WAS OFF THE BRAKE AND THE ACCELERATOR WHEN THIS OCCURRED. THE CAR HIT THE BUILDING. 8/11/05, I WAS PULLING HEAD ON INTO A PARKING SPACE IN A PARKING LOT, AT A LOW RATE OF SPEED, WHEN THE CAR "JUMPED" OR SURGED FORWARD. THE CAR HIT A TREE IN FRONT OF ME. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064958
Date of Incident: 20040129
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: ROHNERT PARK, CA
NHTSA Summary:
VEHICLE SUDDENLY ACCELERATED AND BRAKES DIDN'T RESPOND WHEN PRESSED (NAR) *PH *CB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10057309
Date of Incident: 20040131
Vehicle: 2003 TOYOTA TACOMA
Location of Incident: GILROY, CA
NHTSA Summary:

AS SOON AS THE CONSUMER STARTED THE VEHICLE THE RPM'S REVVED EXTREMELY HIGH AND THE VEHICLE LUNGED FORWARD. THE VEHICLE WAS TAKEN TO THE DEALER WHO REPLACED THE THROTTLE ACTUATOR CONTROL MOTOR THREE TIMES IN AS MANY DAYS. THE MANUFACTURER WILL BE INFORMED OF THE PROBLEM. *NM
Additional Summary:

Toyota ID No: 200403120295
NHTSA ODI No:
Date of Incident: 20040200
Vehicle: 2002 TOYOTA, LEXUS ES300
Location of Incident: ROCKVILLE, MD
NHTSA Summary:
*** PHONE LOG 03/12/2004 08:36:05 AM ACAMPBELL REFER TO CASE#200311120125. CUST STS SHE IS CURRENTLY DRIVING AN UNSAFE VEH. CUST STS SHE IS RESPONSIBLE FOR PETITION THAT INITIATED THE NHSA CAMPAIN FOR THE ES300. CUST STS SHE WROTE A LETTER TO DCLEMMONS ADDRESSING ISSUES THAT WERE SUBSEQUENT TO VEH ACCIDENT AND CUST RECEIVED A GRAMATICALLY INCORRECT RESPONSE FROM LCS THAT WAS INSULTING AND DID NOT ADDRESS HER ISSUES. CUST STS SHE SENT DOCUMENTATION TO LCS RE 1 WEEK'S COST OF RENTAL VEH CHARGES POST ACCIDENT. *** NOTES 03/12/2004 08:39:51 AM ACAMPBELL CUST STS LTR DID NOT ADDRESS CONCERNS W/ COST AND ONLY MENTIONED VEH INSPECTION. CUST STS SHE HAS INCURRED ADDITIONAL VEH RENTAL CHARGES, TOWING FEES, LOSS OF WAGES, AND AN INSURANCE DEDUCTIBLE. CUST FEELS SHE IS ENTITLED TO REIMB FOR THESE COSTS AND WILL FAX DOCUMENTATION TO 310-381-4892. CUST ALSO FEELS SHE SHOULD BE COMPENSATED BY LEXUS FOR PUNITIVE DAMAGE AND WOULD LIKE HER VEH TO BE RPLD. *** NOTES 03/12/2004 08:42:21 AM ACAMPBELL CUST STS SHE TOOK VEH TO DLR ON 2/20 B/C VEH EXPERIENCED AN EPISODE OF SURGING IN THE VEH. CUST STS SHE HAS BEEN CONTACTED BY LOCAL NEWSPAPERS AND FEELS LEXUS SHOULD RECOGNIZE HER CONCERNS AND TAKE ACTION. CUST WILL FAX DOCUMENTATION AND REQ RESPONSE FROM LCS RE THESE CONCERNS. *** COMMIT 03/12/2004 01:30:28 PM AWH ACTION TYPE: CUSTOMER *** COMMIT 03/18/2004 10:16:06 AM AWH ACTION TYPE: CUSTOMER
Additional Summary:

Toyota ID No: 200402181101
NHTSA ODI No:
Date of Incident: 20040200
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: TYLER, TX
NHTSA Summary:
*** PHONE LOG 02/18/2004 01:04:05 PM MMCKNIGHT CUST STS SHE TOOK VEH TO DLR ON 1/29/04 FOR THE ECM UPDATE. CUST STS THAT WHEN SHE GOES TO PULL OUT THE VEH WILL STOP SOMETIMES. CUST ALSO STATES THAT SOMETIMES WHEN ACCELERATING THE VEH WILL TAKE OFF. CUST FEELA THAT THIS IS VERY DANGEROUS & WANTS TO KNOW WHAT TO DO ABOUT. CUST HAS NOT TAKEN TO BACK TO DLR. *** CASE CLOSE 02/18/2004 01:04:17 PM MMCKNIGHT ADV CUST TO TAKE TO DLR FOR INSPECTION & ASSIST. ADV I WILL DOCUMENT CONCERNS & TO CALL BACK IF NECESSARY. CUST SATIS, NO FURTHER ASSIST REQ.
Additional Summary:

Toyota ID No: 200403161296
NHTSA ODI No:
Date of Incident: 20040200

Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
*** PHONE LOG 03/16/2004 03:16:08 PM JPARENT CUST HAS HAD A POWER SURGE THAT CAUSED AN ACCIDENT ABOUT A MONTH AGO. CUST STD THAT IT WAS A WET DAY AND SHE DROVE A MILE AND WENT INTO HER GARAGE AND PUT HER FOOT ON THE BRAKE AND SHE RAN INTO A PIECE OF FURNITURE. CUST STD THAT THE VEH SURGED ON HER. CUST WAS CALLING TO INQUIRE ABOUT THE MEDIA RELEASE ABOUT THE ENGINE SURGING. CUST THOUGHT AT FIRST THAT IT WAS BECAUSE HER FEET WERE WET AND SLIPPERY. VEH HAD EITHER $2K OR $3K OF DAMAGE ON IT. *** SUBCASE 200403161296-1 CREATED 03/16/2004 03:16:20 PM JPARENT *** PHONE LOG 03/16/2004 03:58:49 PM JPARENT ACTION TYPE: INCOMING CALL SPOKE TO KRISTI PAULSON, WESTERN AREA AND SHE ADV THAT SINCE VEH WAS RPRD THE PIR CANNOT BE DONE. SHE ADV TO LET CUST KNOW THE INFO ON THE SURGING ISSUE AND IF ANYTHING HAPPENS SHE WILL BE NOTIFIED. *** PHONE LOG 03/16/04 04:09:11 PM KPAULSON)10 ACTION TYPE: OUTGOING CALL PHONE CALL TO J. PARENT. I ADV I WAS UNSURE WHY CASE WAS DISPATCHED TO LWA OR IF IT WAS DONE ON ACCIDENT SINCE THERE WERE NO NOTES OR DOCUMENTATION AS TO WHAT WE WERE TO DO WITH IT. SHE ADV THAT CUST WAS CONCERNED THAT HER VEH MIGHT BE INVOLVED IN SURGE ISSUE. I ADV THE ACCIDENT HAPPENED A MONTH AGO. VEH IS REPAIRED AND BY CUST'S OWN ADMISSION, FOOT WAS WET AND COULD HAVE SLIPPED OFF BRAKE PEDAL. I ADV THAT WE WOULD NOT INSPECT VEH. I ADV THAT SHE SHOULD INFORM CUST THAT NHTSA IS INVESTIGATING AND WE ARE COOPERATING AND IF THERE IS SOMETHING THAT COMES OUT OF THE INVESTIGATION, CUSTOMERS WOULD BE INFORMED, BUT AT THIS TIME THERE IS NOTHING FURTHER TO DO. *** PHONE LOG 03/18/2004 10:58:29 AM JPARENT ACTION TYPE: OUTGOING CALL CALLED CUST AND ADV THAT WE WOULD NOT INSPECT VEH. I ADV THAT SHE SHOULD INFORM CUST THAT NHTSA IS INVESTIGATING AND WE ARE COOPERATING AND IF THERE IS SOMETHING THAT COMES OUT OF THE INVESTIGATION, CUSTOMERS WOULD BE INFORMED, BUT AT THIS TIME THERE IS NOTHING FURTHER TO DO. CUST ASKED IF SHE SHOULD HAVE IT CHECKED WHEN SHE GOES TO HER
Additional Summary:

Toyota ID No: 200403230297
NHTSA ODI No:
Date of Incident: 20040200
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: PALM BEACH GARDENS, FL
NHTSA Summary:
*** PHONE LOG 03/23/2004 08:35:24 AM BBRIEDE
~~~~FCRP~~~~
VALERIE SAALBACH CALLING ON BEHALF OF MOTHER. STATES HER MOTHER WAS INVOLVED IN AN ACCIDENT ABOUT A MONTH AGO. CUST STS SHE WAS A PASSENGER (WOMAN NAMED RENATA WAS DRIVING) AND WHEN BACKING OUT OF THE DRIVEWAY THE VEH SUDDENLY ACCELERATED FORWARD INTO A TREE. STS AIR BAG DEPLOYED AND MOTHER SUFFERED BROKEN RIBS AND CRACKED COLLAR BONE. STS BOTH WEARING SEAT BELTS. NCR APOL & EDUCATED CUST ON NHTSA INVESTIGATION. CUST FEELS VEH ACCELERATED ON ITS OWN >>>
*** NOTES 03/23/2004 08:38:51 AM BBRIEDE
CONT >>>> AND REQUESTS INSPECTION. CUST UNDERSTANDS 60-DAY FCRP PROCESS. LEGAL REQUESTS FIELD REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 03/24/04 05:01:10 AM SET2
CASE ASSIGNED TO LAUREN
*** NOTES 03/25/04 01:28:51 PM SET10

CRC SPK TO CUST. CUST STS VEH IS CURRENTLY AT BODY SHOP, BUT REAPIRS MAY BE COMPLETE ON 3/26. CRC EXPL THAT IF VEH IS REPAIRED 3/26, AN APPOINTMENT WOULD HAVE TO BE SCHEDULED FOR INSPECTION. CUST STS SHE WILL SPK WITH BODY SHOP TO GET MORE INFO AND CALL BACK CRC. CRC WILL AWAIT CALL BACK FROM CUST WITH MORE INFO
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10153435
Date of Incident: 20040201
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: WEST PALM BEACH, FL
NHTSA Summary:
DT*: THE CONTACT STATED WHILE SLOWING DOWN BEHIND ANOTHER VEHICLE. IT WOULD NOT SLOW DOWN SO THE VEHICLE WAS PUT IN TO NEUTRAL, THE ENGINE REVVED UP. THE GEARS WERE THEN PUT INTO DRIVE AND FINALLY THE ENGINE SLOWED DOWN. THE VEHICLE WAS TAKEN TO THE DEALERSHIP TO BE CHECKED. UPON INSPECTION THE PROBLEM WAS DETERMINED TO BE THE THROTTLE BODY HAD STUCK. THE VEHICLE WAS DRIVEN FOR A SHORT AMOUNT OF TIME BEFORE EXPERIENCING THE SAME TYPE PROBLEMS. THE DEALER SAID IT COULD HAVE BEEN THE FLOOR MAT GETTING UNDER THE ACCELERATOR PEDAL. THE VEHICLE IS STILL HAVING THE SAME TYPE OF PROBLEMS. THE MANUFACTURER HAS BEEN ALERTED. UPDATED 4/6/2006 - *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063129
Date of Incident: 20040202
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: MANCHESTER, NY
NHTSA Summary:
CONSUMER STATED THE BRAKES LOCKED WHEN HE ATTEMPTED TO STOP AT A TOLL BOOTH. THIS CAUSED A REAR END COLLISION. UPON IMPACT, AIR BAGS DID NOT DEPLOY. CONSUMER SUSTAINED A BRUISED CHEST, AND CONSUMER'S WIFE SUSTAINED 2 TWO BROKEN RIBS. CONSUMER STATED THAT WHEN HE HIT THE VEHICLE IN FRONT IT WAS AS IF THE VEHICLE ACCELERATED, AND EVEN THOUGH HE HAD FEET ON THE BRAKES, VEHICLE KEPT GOING. HE STATES THAT HE PUSHED THE VEHICLE IN FRONT OF HIM, IMMEDIATELY CUT THE IGNITION OFF, PUT ON EMERGENCY BRAKES, AND COASTED TO THE SIDE OF THE ROAD. VEHICLE CAME TO A STOP ON THE SHOULDER. HE SAYS THAT THE ONLY THING THAT SAVED HE AND HIS WIFE WAS THE SEAT BELTS. CONSUMER STATED HE SAW ON TV THAT TOYOTA WAS RECALLING 2002-2003 CAMRYS FOR EXCESSIVE ACCELERATION. *AK *SC *JB
Additional Summary:

Toyota ID No: 200402041094
NHTSA ODI No:
Date of Incident: 20040204
Vehicle: 2003 TOYOTA, LEXUS ES300
Location of Incident: GLEN RIDGE, NJ
NHTSA Summary:
*** PHONE LOG 02/04/2004 02:20:20 PM SFUJIKAWA DOM ANDY OVIATT CALLED TO ADV THAT HE HAPPENED TO INSPECT CUST'S 03 ES 300 AT PRESTIGE LEXUS FOR A CONCERN W/ THE ACCELERATOR PEDAL TODAY. DOM ADV THAT CUST WILL BE CALLING LCS

ABOUT UNINTENTIONAL ACCELERATION. *** COMMIT 02/04/2004 02:20:37 PM SFUJIKAWA ACTION TYPE: CUSTOMER *** FULFILL 02/05/2004 04:20:44 PM SFUJIKAWA ACTION TYPE: CUSTOMER *** COMMIT 02/05/2004 04:20:57 PM SFUJIKAWA ACTION TYPE: CUSTOMER *** FULFILL 02/09/2004 04:34:07 PM SFUJIKAWA ACTION TYPE: CUSTOMER *** CASE CLOSE 02/09/2004 04:34:59 PM SFUJIKAWA WAITED FOR CUST TO CALL. NO CALL CAME IN CASE CLOSED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064802
Date of Incident: 20040205
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: NEW YORK, NY
NHTSA Summary:
WHILE MAKING A TURN FROM A STOP SIGN, THE ACCELERATOR PEDAL DESCENDED TO MORE THAN THE DRIVER HAD DEPRESSED, WHICH CAUSED THE CONSUMER TO LOSE CONTROL OF THE VEHICLE AND SUBSEQUENTLY HITTING A PALM TREE HEAD ON. THE PASSENGER SUSTAINED INJURIES. ANN SAALBACH'S DAUGHTER CALERIE SAALBACH ISSUED THIS INFORMATION. PLEASE PROVIDE DETAILS
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20040205
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BOWIE, MD
NHTSA Summary:
Toyota Camry 2002 Model Sudden Acceleration Problem A sudden acceleration problem happened to my Toyota Camry 2002 model on February 5, 2004, when I was going to my office around 7:30 AM. As I was coming to a complete stop at the 1st Stop sign in my neighborhood, and just a few seconds before I was to take a left turn at the intersection, suddenly my car made some noise and accelerated by itself and started zooming fast and went straight ahead. I pressed the break, but it didn't work, and then I put the car on neutral, it didn't work, and then pulled the hand break and even that did not stop the car. The car continued its race for about a quarter mile and finally I had to dash it against a snow bank in the front yard of a house in the cul de sac. Fortunately, there were no persons or cars on the street. Otherwise, when the car was going out of control at such a speed, it could have hit someone. Likewise, luckily, there was no injury for me, and there was no damage to the car either. Later in the afternoon I towed the car to the nearest Toyota dealer and after they inspected the car, they told me that there was no malfunctioning in the car. They refused to believe that the car would have accelerated by itself unless I had pressed the gas. They said, it is impossible for the car to have picked up self-acceleration. I am absolutely sure that I did not press the gas by mistake. Why should I keep on pressing the gas for about a quarter mile, when my intention is to stop the car and save my life and others' lives too? I have taken up the matter with the Toyota's product liability department. And they said they will get the car inspected once again. But my concern is that, where is the guarantee that the car will not behave erratically again in the future, even though Toyota mechanics are not able to pinpoint this problem.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10079871
Date of Incident: 20040207
Vehicle: 2004 TOYOTA 4RUNNER
Location of Incident: RENO, NV

NHTSA Summary:
PROBLEMS WITH THE BOTTOM OF THE SEATS MOVING AROUND AS IF NOT IN THE LOCKED POSITION. THE VEHICLE ACCELERATED UP TO 5 MPH ALTHOUGH THE CONSUMER'S FOOT WAS NOT ON THE ACCELERATOR. AT TIMES WHILE SHIFTING FORM DRIVE TO NEUTRAL AND THEN REVERSE, THE ENGINE COULD BE HEARD REVVING UP THEN THE VEHICLE WOULD JERK BACKWARDS. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHO TEST DROVE THE VEHICLE. THE TECHNICIAN CONCLUDED THAT THE VEHICLE WAS PERFORMING AS DESIGNED AND REFUSED TO PROVIDE FURTHER ASSISTANCE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062702
Date of Incident: 20040208
Vehicle: 2003 LEXUS ES300
Location of Incident: COLUMBUS, GA
NHTSA Summary:
AUTO ACCELERATED UNEXPECTEDLY CAUSING ACCIDENT, STRIKING A BUILDING. *JB SEE VOQ 10061753 *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10219665
Date of Incident: 20040208
Vehicle: 2003 LEXUS ES300
Location of Incident: RICHMOND, VA
NHTSA Summary:
WHEN MAKING AS LOW TURN, AT UNDER 5 MILES PER HOUR IF THE ACCELERATOR IS DEPRESSED THERE IS A SIGNIFICANT LAG BEFORE THE CAR REACTS AND MOVES. DEALER CLAIMS THAT IS THE WAY IT IS AN CAN'T FIX IT. ALSO HAPPENED WITH A 2007 LEXUS ES 350 AS A DEALER LOANER AND THIS TIME RESULTED IN AN ACCIDENT WITH $3,700 DAMAGE TO LEXUS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10059705
Date of Incident: 20040211
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: WOBURN, MA
NHTSA Summary:
WHILE DRIVING UP HILL FROM A STOP THROTTLE STUCK, MAKING IT HARD FOR CONSUMER TO DECELERATE. THE DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064325
Date of Incident: 20040212
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CATONSVILLE, MD
NHTSA Summary:
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THERE HAVE BEEN A NUMBER OF INCIDENCES OF POSSIBLE UNEXPLAINED ACCELERATION OF MY 2003 CAMRY, WHERE CAR SEEMS TO SURGE FORWARD WITHOUT ME DOING ANYTHING.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063095
Date of Incident: 20040214
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: DOWNERS GROVE, IL
NHTSA Summary:
THE CONSUMER EXPERIENCED SUDDEN ACCELERATION UPON MAKING A RIGHT TURN INTO A PARKING SPACE. THE VEHICLE HIT A CONCRETE WALL. THIS FAILURE ALSO OCCURRED WHILE TURNING RIGHT ONTO A MAIN STREET. *AK THE FAILURE OCCURRED ON ANOTHER OCCASION, BUT THERE WAS NO COLLISION AS THE CONSUMER ATTEMPTED TO ACCELERATE TO MOVE UP BEHIND ANOTHER VEHICLE AT A RED LIGHT, THE VEHICLE ATTEMPTED TO ACCELERATE BY ITSELF. THE CONSUMER IMMEDIATELY BRAKED TO STOP THE VEHICLE. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10058176
Date of Incident: 20040214
Vehicle: 2001 TOYOTA PRIUS
Location of Incident: SAN JOSE, CA
NHTSA Summary:
THE 2001 TOYOTA PRIUS HAS A FAULTY ACCELERATOR PEDAL AND SHOULD BE COVERED UNDER THE 8-YEAR HYBRID SYSTEM WARRANTY. NOT ONLY ARE THERE SAFETY ISSUES WITH THIS PROBLEM (E.G. SUDDEN LOSS OF ACCELERATION THAT COULD CAUSE ACCIDENTS, INCORRECT COMMUNICATION BETWEEN THE ACCELERATOR AND THE HYBRID SYSTEM, ETC.) BUT THERE IS A LACK ON TOYOTA'S PART TO ADMIT THAT THE ACCELERATOR IS A CRITICAL COMPONENT OF THE HYBRID SYSTEM. WHEN THE ACCELERATOR FAILS, IT CAUSES THE "CHECK HYBRID SYSTEM" LIGHT TO APPEAR ON THE DASHBOARD AND CAN MAKE THE CAR DANGEROUSLY UNRESPONSIVE (ESPECIALLY ON THE FREEWAY). THE HYBRID SYSTEM IS EXPECTING INFORMATION FROM THE ACCELERATOR, AND WHEN IT DOESN'T RECEIVE IT, EITHER THE GAS ENGINE, OR THE ELECTRIC ENGINE, OR BOTH ENGINES FAIL TO OPERATE. EVEN THOUGH TWO TOYOTA DEALERS (STEVENS CREEK TOYOTA AND CAPITOL TOYOTA) AGREE THAT THIS IS A SERIOUS SAFETY ISSUE, BOTH CLAIM THAT THIS REPAIR IS NOT COVERED UNDER THE 8-YEAR HYBRID SYSTEM WARRANTY. HOWEVER, IF THIS ACCELERATOR PROBLEM IS NOT DIRECTLY RELATED, THEN WHY DOES THE WARNING LIGHT COME ON WHEN THE ACCELERATOR SENSOR FAILS? ALSO, WHY DID THE DEALER WHO PERFORMED THE $654.52 REPAIR TELL ME THAT THE COMPLETE ACCELERATOR ASSEMBLY PART HAD JUST BEEN RECENTLY REVISED BY TOYOTA? (I MIGHT ADD THAT AN INDEPENDENT ELECTRICAL ENGINEER ANALYZED THE PART AND CONCLUDED THAT THE ACCELERATOR HAS AN MTBF OF 1500 HOURS. HE CONCLUDED THAT EVERY PRIUS OWNER WOULD BE SUBJECT TO THIS SAME HAZARDOUS PROBLEM SEVERAL TIMES DURING THE LIFETIME OF THE CAR!!) I HAVE SUBSTANTIAL EVIDENCE FROM OTHER PRIUS OWNERS WHO ARE EXPERIENCING THE SAME PROBLEMS AND WOULD BE HAPPY TO SHARE THIS INFORMATION WITH YOUR INVESTIGATION TEAM. IN MY OPINION, THESE PROBLEMS ARE SERIOUS ENOUGH TO MERIT CONSIDERATION FOR EITHER A RECALL OR A REVISION OF TOYOTA'S "HYBRID SYSTEM" WARRANTY POLICIES. I APPRECIATE ANY

ASSISTANCE YOU CAN PROVIDE ME IN THIS MATTER AND I HOPE THAT TOGETHER WE CAN PREVENT NEEDLESS DEATHS FROM THIS UNSAFE ACCELERATOR. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062774
Date of Incident: 20040215
Vehicle: 2001 TOYOTA AVALON
Location of Incident: DEERFIELD, IL
NHTSA Summary:
2001 TOYOTA AVALON SURGED FORWARD WITH THE ACCELERATOR STUCK IN THE DEPRESSED POSITION RESULTING IN A COLLISION WITH THREE PARKED CARS IN A BUSY MALL PARKING LOT. THANKS TO A SNOWBANK AND THE IMPACT OF HITTING THE THREE CARS, THE VEHICLE CAME TO A STOP WITHOUT INJURING THE DRIVER OR ANYONE ELSE. THE AIR BAGS ALSO DID NOT DEPLOY.*AK *MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060884
Date of Incident: 20040217
Vehicle: 2003 LEXUS GS300
Location of Incident: SACRAMENTO, CA
NHTSA Summary:
UNEXPECTED ACCELERATION. ON SEVERAL OCCASIONS, PRIMARILY WHILE STOPPED AT A TRAFFIC SIGNAL, MY VEHICLE WOULD LUNGE FORWARD. I TOOK IT TO THE DEALER AND WAS TOLD THEY HAD NO RECORD OF A PROBLEM OF THIS NATURE FOR THIS VEHICLE. THEY COULD NOT FIND ANYTHING WRONG. I SAW A ARTICLE ON THE INTERNET THAT THE NHTSA WAS INVESTIGATING SIMILAR PROBLEMS WITH OTHER TOYOTA PRODUCTS. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062338
Date of Incident: 20040218
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: HOPATCONG, NJ
NHTSA Summary:
I'M VERY CONCERN ABOUT MY 2002 TOYOTA CAMRY SOLARA VIN#2T1CE22P22C012342 SINCE I NOTICED ON SEVERAL OCCASIONS 02/18/04 BEING THE MOST RECENT ONE OF SOMETHING THAT CAUSES SUDDEN ACCELERATION EVEN WHEN IT READS SOMETHING DIFFERENT ON THE SPEEDOMETER. THANK YOU. RESPECTFULLY, LUIS F GARCIA. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063027
Date of Incident: 20040219
Vehicle: 2002 LEXUS ES300
Location of Incident: POMPANO BEACH, FL
NHTSA Summary:
UPON PARKING IN A PARKING LOT. VEHICLE SUDDENLY ACCELERATED FORWARD. WHEN THIS OCCURRED. VEHICLE JUMPED THE CEMENT WHEEL BLOCK, AND WENT

THROUGH A COMPLEX BEFORE STOPPING. CONSUMER HAD TO APPLY EXCESSIVE FORCE TO THE BRAKE PEDAL TO STOP VEHICLE. *AK VEHICLE WAS INSPECTED BY THE DEALER AND FOUND NOTHING WRONG WITH THE VEHICLE. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064941
Date of Incident: 20040222
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: PAWLING, NY
NHTSA Summary:
AS I WAS PULLING INTO A PARKING SPACE WITH MY FOOT DEPRESSING THE BRAKE PEDAL, MY NEW (LESS THAN ONE MONTH OLD) TOYOTA CAMRY 2004 SURGED FORWARD AT A HIGH VELOCITY AND HIT A BRICK WALL DAMAGING MY VEHICLE. INJURY SPRAINED RIBS AND BRUISES TO CHEST AND KNEES. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10079716
Date of Incident: 20040222
Vehicle: 2003 LEXUS ES300
Location of Incident: FORT LAUDERDALE, FL
NHTSA Summary:
WHEN THE CONSUMER LIFTED FOOT OF THE BRAKE PEDAL VEHICLE SUDDENLY ACCELERATED, AND HIT A WOMEN WHO WAS STANDING IN THE FRONT OF THE CONSUMER'S VEHICLE. THE WOMAN FRACTURED HER ANKLE AND ARMS. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060788
Date of Incident: 20040224
Vehicle: 2003 TOYOTA HIGHLANDER
Location of Incident: WATERTOWN, WI
NHTSA Summary:
SUDDEN ACCELERATION WHILE BRAKE WAS DEPRESSED. VEHICLE WENT UP A TWO FOOT EMBANKMENT AND THRU A CHAIN LINK FENCE. VEHICLE WAS STOPPED BY PLACING INTO PARK. THIS ALL HAPPENED WHILE BRAKE WAS DEPRESSED FULLY.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063898
Date of Incident: 20040225
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: IRVING, TX
NHTSA Summary:
- NEW TOYOTA CAMRY LE PURCHASED JANUARY 2004 - ON FEBRUARY 25TH KEY WOULD NOT TURN (TOOK 10 - 15 MINUTES TO START IT) - LATER WHILE PARKING, THE CAR THE STEERING LOCKED TURNING THE CAR TO THE RIGHT - THE CAR ACCELERATED AND SURGED DESPITE DEPRESSING THE BRAKE (SAME AS ODI PE04021) - THOUGH THE CAR BROKE A METAL FLAG POLE, DAMAGED A RETAINING WALL, AND FELL SEVEN FEET INTO A MAJOR STREET, THE AIR BAGS DID NOT DEPLOY - CAR IS SEVERELY DAMAGED:

WHEELS, TIRES, FRONT END, GAS TANK, FRONT AXLE - DRIVER HAS A SWOLLEN AND SORE KNEE ALONG WITH SIGNIFICANT SOFT TISSUE INJURIES INCLUDING BACK PAIN *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064845
Date of Incident: 20040225
Vehicle: 2000 LEXUS GS300
Location of Incident: NICHOLASVILLE, KY
NHTSA Summary:
WHILE MAKING A TURN FROM A STOP THE VEHICLE SUDDENLY ACCELERATED. THE CONSUMER APPLIED THE BRAKES BUT THE VEHICLE HAD EXTENDED STOPPING DISTANCE. THE DEALERSHIP WAS NOTIFIED,BUT DID NOT RESOLVE THE PROBLEM. PLEASE PROVIDE MORE INFORMATION. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060036
Date of Incident: 20040227
Vehicle: 2001 LEXUS IS300
Location of Incident: DARIEN, IL
NHTSA Summary:
ON THREE SEPARATE OCCASIONS WITHIN PRIOR THREE MONTHS OF INCIDENT DATE, WHEN TAPPING ACCELERATOR TO THE FLOOR BRIEFLY (FRACTION OF A SECOND) AND THEN RELEASING, CARS THROTTLE REMAINED COMPLETELY OPEN (MAXIMUM RPMS) EVEN WITH FOOT OFF OF THE ACCELERATOR PEDAL. CARS THROTTLE SYSTEM EQUIPPED WITH "DRIVE BY WIRE" OR A WIRELESS COMPUTER CONTROLLED THROTTLE. ON PRIOR TWO OCCASIONS, VEHICLE'S IGNITION HAD TO BE SHUT OFF BY REMOVING KEYS FROM IGNITION WHILE DRIVING IN THE MIDDLE OF THE STREET. ON THIRD OCCASION, DUE TO TRYING TO AVOID OBSTACLES DRIVER HAD NO TIME TO SHUT CAR OFF. CAR STRUCK ROCKS AND VEERED OFF INTO LAKE. CAR TOTALED. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063111
Date of Incident: 20040228
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: WESTERLY, RI
NHTSA Summary:
WHEN APPROACHING A PARKING SPACE, THE DRIVER PRESSED THE BRAKE PEDAL AND THE VEHICLE ACCELERATED. THE VEHICLE CRASHED INTO A STORE WINDOW. VEHICLE WAS TAKEN TO THE DEALER. *AK *JB THE CONSUMER CONTACTED THE MANUFACTURER WHO REPLIED BY SAYING THAT THE INCIDENT WAS NOT THE RESULT OF ANY TYPE OF MANUFACTURER DESIGN OR DEFECT. THE MANUFACTURER WANTS TO CLOSE THE CASE. *NM
Additional Summary:

Toyota ID No: 200403300629
NHTSA ODI No:
Date of Incident: 20040300

Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: LAKESVILLE, MA
NHTSA Summary:
*** PHONE LOG 03/30/2004 10:24:20 AM MGARCIA
02 CAMRY . CUST STS SHE ON INTERNET REGARDING A SAFETY ISSUE THAT VEH ACCELERATES WHEN COMING TO A STOP (ENG SURGES). CUST STS SHE HAS HAD THIS CONCERN W/HER VEH AROUND A YR AGO. CUST STS DLR ADJUSTED HER BRAKES AT THAT TIME. CUST STS NOW VEH IS BACK AT DLR FOR SAME CONCERN. CUST SKS TO DOC

*** CASE CLOSE 03/31/04 10:03:39 AM DLR20125
CUST CAME IN AND ASKED TO HAVE HER BRAKES CLEANED AND ADJUSTED-WE DID DO THIS -PROBLEM IS INTERNMITENT SO WE DON'T KNOW IF THIS WILL HAPPED AGAIN

Additional Summary:

Toyota ID No: 200403310141
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY
Location of Incident: PLANTATION, FL
NHTSA Summary:
*** PHONE LOG 03/31/2004 07:30:03 AM ECAMPOS
===PA=== NO PREV CASE
CUST STS OWNS 02 CAMRY W/19K MI. STS VEH HAVING SMELL ISSUE. STS DLR HAVE REPLACED FILTER BUT VEH STILL SMELLS. CUST STS SENSITIVE TO SMELL. STS VEH SMELLS LIKE DURTY SOXS & CHEMICALS. STS SMELLS COMES FROM A/C. STS DLR ADV IS B/C IF WEATHER & WILL NOT BE ABLE TO FIX ISSUE. STS SPOKE TO CRM CAROL WHO ADV HAVE DONE ENOUGH. STS VEH ALSO SURGES WHEN APPLYING BRAKES.

Additional Summary:

Toyota ID No: 200403180979
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY SOLARA
Location of Incident: LOMBARD, IL
NHTSA Summary:
*** PHONE LOG 03/18/2004 02:02:52 PM PTIMBERLAKE
==FCRP==CUST STS HE WAS PULLING INTO A PARKING SPOT WHEN VEH ACCELERATED BY ITSELF. STS FRONT END OF HIS SOLORA ENDED UP ON TOP OF ANOTHER VEH. STS BODYWORK HAS BEEN COMPLETE BUT ACCELERATION PROBLEM NOT FIXED. CUST WANTS TO KNOW WHY ACCELERATED BY ITSELF. LEGAL REQUESTS FCRP WITH MANY INTERIOR/EXTERIOR PHOTOS

*** CASE CLOSE 03/22/04 07:46:21 AM CHIS
CUSTOMER CONTACTED SPOKE TO WIFE AND HUSBAND. CUSTOMER HAVING PROBLEM WITH PHONE. CALLED THREE TIMES TO ADVISE WE ACKNOLWEDGE CASE AND WILL HAVE REP CONT. FOR INSPECTION.
Additional Summary:

Toyota ID No: 200403111319
NHTSA ODI No:

Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: MUNISING, MI
NHTSA Summary:
*** PHONE LOG 03/11/2004 04:09:06 PM LESPINOZA
===FCRP=== CUST WIFE STS HUSBAND WAS DRIVING INTO THE CARWASH GOING LESS THAT 5 MPH. STS FOOT WAS OFF THE GAS PEDAL. STS VEH MADE A LOUD SOUND AND "ZOOMED" FORWARD ACROSS THE HIGHWAY INTO A SNOW BANK. CUST STS WORE SEAT BELT. CUST STS BODY SHOP IS RPRING BODY DAMAGE. STS NO MECHANICAL RPRS. CUST STS HEARD ABOUT SURGE INVESTIGATION AND SKS INSPECTION. LEGAL REQUEST FIELD CONTACT REPORT W/ MANY INTERIOR PHOTOS.

*** RESEARCH LOG 03/12/04 11:33:08 AM CINI ACTION TYPE: ADMINISTRATIVE TASK
SENT EMAIL TO LESPINOZA:
THE REGION CONTACTED THE CUSTOMER WHO STATED HE DID NOT ASK TO HAVE THE AIRBAGS INSPECTED. HE WANTS TO KNOW WHY THE VEHICLE SUDDENLY SURGED FORWARD THAT CAUSED AN ACCIDENT. THE VEHICLE IS CURRENTLY AT A BODY SHOP BEING REPAIRED. PLEASE REVISE "CUSTOMER SEEKS" AND CLARIFY EXACTLY WHAT ACTION THE REGION SHOULD TAKE CONSIDERING THE RECENT ANNOUNCEMENT THAT THERE IS AN ONGOING INVESTIGATION CONCERNING SUDDEN ACCELERATION. WHAT IS TMS POSITION? THE CUSTOMER IS REQUESTING A CALL BACK FROM THE REGION.
*** NOTES 03/15/04 06:43:04 AM CINI
REGION TRANSFERRING CASE TO CHICAGO REGION. CUSTOMER LIVES IN MUNISING, MI AND DEALER IS RIVERSIDE IN MARQUETTE, MI. LEFT MSG FOR NORENE VACURA IN CHICAGO TO CALL JOANN JOHNSON IN CINCINNATI REGION IF FURTHER INFORMATION IS NEEDED
*** NOTES 03/15/04 09:03:54 AM CHIS
REGION GRADBED CASE FROM CINCINNATI REGION AND GAVE COPIES OF FILE TO FTS. REGION CALLED CUSTOMER AND SPOKE TO WIFE AND ADVISED THAT AS SOON AS REP. WILL BE AVAILABLE IN MUNSING, MICH. WE WILL CONTACT AND ADV. OF INSPECTION DATE.

*** CASE CLOSE 03/16/04 08:55:47 AM CHIS
FILE GIVEN TO FTS AND INFORMATION ALSO SENT TO FTS. FILE WILL BE UPDATED AFTER FTS INSPECTION RECEIVED. SEE FCRP PEND FILE FOR FURTHER INFORMATION.
Additional Summary:

Toyota ID No: 200403120639
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: ROCKVILLE, MD
NHTSA Summary:
*** PHONE LOG 03/12/2004 11:09:37 AM ABAKER
CUST STS VEH TO DLR FOR SURGE WHILE BRAKING. STS DLR ADV COULDN'T DO ANYTHING TO DIAG CONCERN. STS VEH WAS TRYING TO ACCELERATE WHILE SHE WAS BRAKING. CUST FLS VEH IS UNSAFE TO DRIVE. NCR SPOKE TO SVC DIRECTOR WHO ADV WILL WRITE UP RO & TRY TO VERIFY CONCERN. NCR ADV DLR CAN'T REPAIR UNLESS CONCERN CAN BE VERIFIED. CUST FLS TOYOTA SHOULD PROVIDE HER W/ ANOTHER VEH UNTIL CONCERN CAN BE VERIFIED. NCR ADV TOYOTA WILL NOT BE REPAIRING VEH OR PROVIDING LOANER UNTIL >>>
*** NOTES 03/12/2004 11:09:37 AM ABAKER
<<<CONCERN CAN BE VERIFIED. CUST STS WILL REPORT CONCERN TO GOV. NCR PROVIDED CUST W/ NHTSA WEBSITE & PHONE #.

*** CASE CLOSE 03/12/2004 11:12:43 AM ABAKER
NCR APOL. ADV CONCERNS MUST BE VERIFIED BEFORE THEY CAN BE REPAIRED. ADV CUST OF NHTSA INFORMATION. GAVE REF #
*** NOTES 03/12/04 12:25:08 PM CAT3
DEALER SM CALLED AND ADVISED CUSTOMER BROUGHT VEH TO DEALER FOR INSPECTION. DEALER UNABLE TO DUPLICATE CONDITION.
Additional Summary:

Toyota ID No: 200403151204
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BATON ROUGE, LA
NHTSA Summary:
*** PHONE LOG 03/15/2004 02:05:05 PM LESPINOZA
===FCRP=== CUST STS WAS PULLING INTO A PART LOT GOING ABOUT 5-10 MPH. STS FOOT WAS OFF THE GAS PEDAL LETTING VEH COAST INTO THE PARKING SPACE. STS WAS ABOUT TO APPLY THE BRAKE WHEN THE VEHICLE SURGED FOREWARD. STS HIT 2 VEHICLES PARKED IN THE PARKING LOT. CUST STS WORE SEAT BELT. CUST SKS VEH INSPECTED
*** NOTES 03/15/2004 02:36:31 PM LESPINOZA
LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.
*** NOTES 03/18/04 01:24:59 PM GST2
SPOKE TO CUST. ADVISED HER OUR REP WILL INSPECT VEH ON 3/22/04 FOR ACCIDENT CONCERN. VEH WILL BE REPAIRED ON 3/19/04 AND CUST'S RENTAL WILL EXPIRE. DSM HAS AGREED TO PAY FOR RENTAL UNTIL REP INSPECTS AND NOTIFIES CUST OF OUR FINDINGS

*** CASE CLOSE 03/23/04 01:14:13 PM GST2
GST/CR SPOKE TO CUST AND MADE ARRANGEMENTS TO HAVE FTS, BILL NEW INSPECTED VEH FOR SURGE FORWARD CONCERN ON 3/22/04. FTS FOUND VEH OPERATING AS DESIGNED AND INTENDED. BODY SHOP HAD FINISHED BODY REPAIRS AND DSM HAD AUTHORIZED RENTAL VEH FOR CUST TO STAY IN UNTIL FTS INSPECTION. FTS CONTACTED CUST AFTER HIS INSPECTION OF VEH AND ADVISED THAT VEH WAS FOUND TO BE OPERATING AS DESIGNED AND INTENDED. FTS ADVISED CUST SHE NEEDED TO TURN IN RENTAL VEHICLE. CUST NOT SATISFIED, FEELS THERE IS PROBLEM WITH VEH AND WILL PROBABLY PURSUE. GST WILL ALSO SEND LTR TO CUST STATING OUR FINDINGS IN LETTER

Additional Summary:

Toyota ID No: 200403260418
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: N. OLMSTED, OH
NHTSA Summary:
*** PHONE LOG 03/26/2004 09:26:57 AM PTIMBERLAKE
==FCRP==CUST STS SHE WAS DRIVING AND APPLIED THE BRAKE AND VEH ACCELERATED BY ITSELF. STS HER VEH HIT THE VEHICLE IN FRONT OF HER BUT NO DAMAGE TO HER VEHICLE. CUST STS VEH HAS ACCELERATED 5 TIMES BY ITSELF. STS DLR - BRUNSWICK TOYOTA - 34090 INSPECTED AND ADV NOTHING WRONG WITH VEH. CUST WANTS VEH REPLACED AS SHE DOESN'T FEEL SAFE. LEGAL REQUESTS FCRP WITH MANY INTERIOR/EXTERIOR PHOTOS.

*** PHONE LOG 03/31/04 10:41:35 AM CINI ACTION TYPE: OUTGOING CALL
CUSTOMER STATES THAT DUE TO SUDDEN ACCELERATION HAD AN ACCIDENT IN JANUARY 2004 BUT DID NOT CALL CAC. STATES CALLED BRUNSWICK TOYOTA WHO TOWED VEHICLE TO DEALERSHIP AND INSPECTED. NO PROBLEM FOUND. STATES THAT THERE WAS NO DAMAGE TO OTHER VEHICLE OR HER VEHICLE. STATES THAT HER KNEE IS INJURED AS A RESULT OF ACCIDENT. CUSTOMER STATES AFRAID TO DRIVE VEHICLE AND REQUESTING VEHICLE INSPECTION. REGION ADVISED THAT IT COULD TAKE UP TO 30 DAYS TO INSPECT VEHICLE AND THAT INSPECTION WILL HAVE TO BE DONE AT TOYOTA DEALERSHIP.

Additional Summary:

Toyota ID No: 200403190557
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BALTIMORE, MD
NHTSA Summary:
*** PHONE LOG 03/19/2004 10:31:21 AM MMCKNIGHT CUST STS SHE TOOK VEH IN TO DLR THIS WEEK. CUST STS THAT THE SM HAS DRIVEN VEH & ADV THAT HE UNDERSTANDS ISSUE. BUT THAT THERE IS NOTHING ELSE DLR CAN DO. CUST STS THAT VEH LUNGES FORWARD WHEN BRAKING. CUST STS HAS HAD COMPLAINT SINCE PURCH VEH CUSTCUST FEELS THAT VEH HAS A SAFETY ISSUE & WOULD LIKE FOR LEXUS TO REPURCH VEH. CUST STS SM ADV SHE WOULD CONTACT SLS MGR & THAT THEY WILL CONTACT LEXUS. CUST STS SHE HAS ALSO CONTACT NHSTA & ADV OF CONCERN. *** NOTES 03/19/2004 10:32:41 AM MMCKNIGHT TO: RICHARD STRICKLAND, SM & DENNIS SZARKO, GSM FROM: MONIKA MCKNIGHT 310-468-4985 CUST STS THAT DLR ADV WOULD CONTACT LEXUS TO DISCUSS REPURCH CUST VEH. CUST WOULD LIKE TO KNOW STATUS ON REQ. PLS ADVISE. THANK YOU. *** SUBCASE 200403190557-1 CREATED 03/19/2004 10:32:59 AM MMCKNIGHT
Additional Summary:

Toyota ID No: 200403101195
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: PLEASANT PRAIRIE, WI
NHTSA Summary:
*** PHONE LOG 03/10/2004 02:17:07 PM DHUFF
CUST STS WAS IN A PARKING LOT. STS THE VEH SURGED FORWARD FOR NO APPARENT REASON. STS THIS HAPPENED APPROXIMATELY 2 WEEKS AGO. STS VEH WAS IN DRIVE AND CUST HAD THE BRAKE ON AND VEH SURGED FORWARD. STS NOT SURE HOW FAR VEH LURCHED FORWARD. STS WAS NOT HARMED AND NO ONE WAS IN FRONT OF CUST. STS THOUGHT IS WAS DUE TO CUST. BUT THEN SHE SAW THE NEWS RELEASE ABOUT THE CURRENT CNCRN. STS IS CNCRND ABOUT HER SAFETY AND SAFETY OF OTHERS.

*** CASE CLOSE 03/10/2004 02:17:34 PM DHUFF
NCR APOL.. ADVS WILL DOC CUST CNCRN. GAVE CASE #. ADVS TOY IS INVESTIGATING SITUATION FULLY. ADVS CONTACT TOY IF CNCRN OCCURS AGAIN

Additional Summary:

Toyota ID No: 200403101234
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: TOLLESON, AZ
NHTSA Summary:
*** PHONE LOG 03/10/2004 02:27:39 PM AHEYDON
CUST STS SHE IS HAVING CONCERNS WITH VEH ENGINE SURGE. CUST STS VEH SURGES WHEN BRAKING. WHEN GETTING TOO CLOSE TO VEH, WHEN REMOVING FOOT FROM ACCELERATOR TO BRAKE, VEH SURGES FORWARD. CUST STS HAS NOTICED THIS WHEN DRIVING ON THE FREEWAY. CUST STS SHE HEARD ABOUT CONCERN ON THE NEWS.
*** NOTES 03/10/2004 02:27:39 PM AHEYDON
NCR ADV CUST THAT TOYO IS JUST STARTING INVESTIGATION ALONG WITH NHTSA. NCR ADV CUST OF DLR OPEN SO THAT DLR MAY DIAGNOSE VEH SINCE CUST IS HAVING CONCERNS WITH VEH. ADV THERE IS NO SSC AT THIS TIME. TOO EARLY TO COMMENT ON CONCERN AND WHAT IS GOING TO BE DONE.

*** CASE CLOSE 03/10/04 05:13:40 PM DLR02031
MS. FRAZIER SAID SHE WOULD COME IN ON THE MORNING OF THE 16TH. BOTH THE CUSTOMER AND OUR SHOP FOREMAN WILL GO FOR A TEST DRIVE, SHARING THE DRIVING (WITH EMPHASIS ON REMOVING FOOT FROM THE ACCELERATOR AND MOVING IT TO THE BRAKE PEDAL.
Additional Summary:

Toyota ID No: 200403190425
NHTSA ODI No:
Date of Incident: 20040309
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: SACRAMENTO, CA
NHTSA Summary:
*** PHONE LOG 03/19/2004 09:42:02 AM CSMITH
CUST STS WHILE DRIVING WHEN HE APPROACHED & SLOWED DOWN VEH SURGE FORWARD. CUST STS ACCELERATION WAS NOT TOUCHED. CUST STS WAS SLOWING DOWN. VEH TOOK OFF & ALMOST HIT VEH IN FRONT. CUST STS CALLED DLR WHO ADV TO BRING VEH IN FOR INSPECTION.

*** CASE CLOSE 03/19/2004 09:42:10 AM CSMITH
NCR APOL & ADV CUST VEH IN NOT INVOLVED IN ANY RECALL @ THIS TIME. NCR ADV TO TAKE TO DLR FOR INSPECTION. CUST AGREED. NCR OFFERED CASE#. CUST DISCONNECTED
Additional Summary:

Toyota ID No: 200403250953
NHTSA ODI No:
Date of Incident: 20040300
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: PERRY HALL, MD
NHTSA Summary:
*** PHONE LOG 03/25/2004 01:27:08 PM PTIMBERLAKE

==FCRP==CUST STS HIS WIFE (LAUREEN) WAS DRIVING VEH AND APPROACHING THE STOP LIGHT. STS SHE APPLIED BRAKES BUT VEH ACCELERATED AND REAR ENDED TWO VEHICLES. CUST STS BRAKES DIDN'T SLOW VEH DOWN. CUST WANTS TO KNOW WHY VEH ACCELERATED WHEN HIS WIFE APPLIED THE BRAKES. LEGAL REQUESTS FCRP WITH MANY INTERIOR/EXTERIOR PHOTOS
*** NOTES 04/01/2004 02:31:06 PM PTIMBERLAKE
==OUTGOING CUST CALL== NCR RETURNING CUST'S V/M. CUST STS REGION HAS NEVER CONTACTED HIM. NCR SENT EMAIL TO DEBBIE SIMMONS - CAT. CUST UNHAPPY AND IS CONTACTING THE MEDIA.
*** NOTES 04/01/2004 02:34:27 PM PTIMBERLAKE
NCR LEFT V/M FOR DEBBIE SIMONS (DIDN'T SEND EMAIL) TO CALL CUST
*** NOTES 04/02/04 06:55:53 AM CAT6
REGION CONTACTED CUSTOMER ON 3/30/04 AND LEFT DETAILED MSG ON ANS MACH FOR A RETURN CALL TO VERIFY VEHICLE LOCATION. CUST RETURNED CALL ON 3/31/04 AND LEFT MSG FOR A RETURN CALL. REGION RETURNED CUST CALL ON 4/1/04 AND LEFT ANOTHER MSG FOR VERIFICATION OF VEHICLE LOCATION. CUSTOMER THEN APPEARED ON CHANNEL 11 NEWS WITH VEHICLE AND MANY ACCUSATIONS. REGION NOW HAS LEFT YET ANOTHER MESSAGE ON CUST ANS MACHINE TO VERIFY VEHICLE LOCATION.>>>
*** NOTES 04/02/04 06:57:53 AM CAT6
>>>DUE TO MEDIA INVOLVMENT REGION IS ATTEMPTING TO CONSULT WITH LEGAL DEPARTMENT FOR FURTHER HANDLING OF CASE. FTS ARE ALSO BEING CONSULTED TO NOW PERFORM THE INSPECTION. IF CUST RETURNS CALL TO VERIFY LOCATION OF VEHICLE WILL PASS INFO ONTO FTS FOR INSPECTION.
*** NOTES 04/05/04 10:35:06 AM CAT6
4/2/04 CUSTOMER RETURNED CALL TO ADVISE OF VEHICLE LOCATION. CUSTOMER ALSO WISHES TO BE PRESENT AT TIME OF INSPECTION. ADVISED CUSTOMER THAT DID NOT KNOW TIME OF INSPECTION, JUST THAT IT WOULD BE INSPECTED THAT DAY. FTS TO INSPECT
*** NOTES 04/05/04 10:36:31 AM CAT6
4/2/04 ADVISED FTS THAT CUSTOMER VERIFIED VEHICLE LOCATION IN FILE. FTS TO PERFORM FCR INSPECTION ON 4/5/04 IN AM
*** NOTES 04/05/04 10:37:19 AM CAT6
FTS WHEN TO VEHICLE LOCATION SPECIFIED IN FILE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10060901
Date of Incident: 20040301
Vehicle: 2002 TOYOTA CAMRY SOLARA
Location of Incident: DOERUN, GA
NHTSA Summary:
WHILE SITTING AT A RED LIGHT WITH THE AIR CONDITIONER ON THE CAR SURGED FORWARD. THIS HAS HAPPENED SEVERAL TIMES, ALTHOUGH NO INJURIES OR WRECKS HAVE STEMMED FROM ANY OF THIS INCIDENTS. ALSO WHEN I PUT THE CARE IN DRIVE FROM REVERSE SOMETIMES THE CAR SURGES FORWARD WITHOUT APPLYING PRESSURE TO THE ACCELERATOR.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061901
Date of Incident: 20040301
Vehicle: 2001 TOYOTA LAND CRUISER

Location of Incident: MORRISTOWN, NJ
NHTSA Summary:
MY CAR SUDDENLY ACCELERATED WHEN I PRESSED THE BRAKES GOING DOWN AN INCLINE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063295
Date of Incident: 20040303
Vehicle: 2002 TOYOTA CAMRY SOLARA
Location of Incident: LOMBARD, IL
NHTSA Summary:
WHILE PULLING INTO A PARKING SPOT, VEHICLE SUDDENLY ACCELERATED, AND IT LANDED ON THE HOOD OF ANOTHER VEHICLE. THERE WERE NO INJURIES. *AK CONSUMER ALSO STATED THAT APPLYING THE BRAKES DIDN'T HELP STOP THE VEHICLE. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062970
Date of Incident: 20040307
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CLINTON, IA
NHTSA Summary:
WHEN APPLYING THE BRAKE PEDAL IT WOULD PROCEED TO THE FLOOR AND CONTINUED TO ACCELERATE. *AK THE VEHICLE SURGED FORWARD AND CRASHED INTO A BUILDING. *SC THE CONSUMER STATED THE BRAKES WERE SOFT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062139
Date of Incident: 20040307
Vehicle: 2004 TOYOTA RAV4
Location of Incident: NEW MARKET, MD
NHTSA Summary:
SUDDEN AND RAPID ACCELERATION WHEN AUTO WAS PUT IN REVERSE. BRAKES DID NOT WORK. CAR FORCED INTO PARK AND CONTINUED TO ROLL BACKWARDS WHILE ENGAGED IN PARK. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064359
Date of Incident: 20040308
Vehicle: 2002 LEXUS ES300
Location of Incident: SANTA BARBARA, CA
NHTSA Summary:
THE LEXUS ES300 WAS DRIVEN AT ALMOST 0 MPH SPEED TO GET READY TO PARK OUTSIDE THE GARAGE. THE CAR CONTINUES ACCELERATING EVEN AFTER THE DRIVER WAS HITTING THE BRAKE TO STOP THE CAR. THE CAR SMASHED THE CAR GARAGE DOOR, AND EVERYHING ON THE WAY. THERE WAS MORE THAN $3,000 DAMAGES TO THE

CAR AND $1,230.00 ON REAL PROPERTY. THERE WAS NO MAJOR INJURIES TO THE DRIVER, BUT BODY PAIN ON SOFT TISSUES OCCURRED AFTER THE ACCIDENT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061716
Date of Incident: 20040309
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
WHILE DRIVING 5 MPH AND PULLING INSIDE OF A PARKING LOT VEHICLE SUDDENLY ACCELERATED. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE BY APPLYING THE BRAKES. CONSUMER CONTACTED A DEALER BY PHONE, AND TECHNICIAN INFORMED THE DRIVER THAT NOTHING COULD BE DONE. *AK *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063194
Date of Incident: 20040309
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: MORRIS, AL
NHTSA Summary:
WHILE PARKING IN A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED. AS A RESULT, THE CONSUMER LOST CONTROL OF THE VEHICLE AND HIT A CHAIN AND FENCE POST. DEALER NOTIFIED. *AK *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061670
Date of Incident: 20040309
Vehicle: 2000 LEXUS GS300
Location of Incident: FRANKLIN, MA
NHTSA Summary:
WHILE DRIVING AT 35 MPH VEHICLE SUDDENLY ACCELERATED. DEALER NOTIFIED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062892
Date of Incident: 20040310
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: COLUMBUS, OH
NHTSA Summary:
WHILE DRIVING AT 5 MPH VEHICLE SUDDENLY ACCELERATED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062901
Date of Incident: 20040310
Vehicle: 2002 TOYOTA CAMRY

Location of Incident: TORONTO, 00
NHTSA Summary:
WHILE WAITING AT AN INTERSECTION VEHICLE SUDDENLY ACCELERATED. DRIVER'S FOOT WAS PLACED ON THE BRAKE AT THIS TIME OF THE INCIDENT. DRIVER TURNED OFF THE VEHICLE AND WAS ABLE TO RESTART, AND DRIVE IT TO THE TO DEALER FOR INSPECTION. MECHANIC WAS NOT ABLE TO DUPLICATE OR RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062922
Date of Incident: 20040310
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WHITING, NJ
NHTSA Summary:
WHILE APPLYING THE BRAKES AT A TOLL BOOTH BRAKE PEDAL WENT TO THE FLOOR AND VEHICLE SUDDENLY ACCELERATED. AS A RESULT, CONSUMER'S VEHICLE REAR END ANOTHER VEHICLE. UPON IMPACT, BOTH AIR BAGS DID NOT DEPLOY. DRIVER AND PASSENGER SUSTAINED HEAD AND BACK INJURIES, AND WERE TRANSPORTED BY AMBULANCE TO THE HOSPITAL. VEHICLE WAS TOTALED *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061753
Date of Incident: 20040310
Vehicle: 2003 LEXUS ES300
Location of Incident: COLUMBUS, GA
NHTSA Summary:
WHILE ENTERING A PARKING LOT VEHICLE ACCELERATED ON ITS OWN. CONSUMER TAPPED THE BRAKES, AND SPEED INCREASED EVEN MORE. AS A RESULT, DRIVER LOSS CONTROL OF VEHICLE, AND HIT A WALL. *AK SEE VOQ 10062702 *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061791
Date of Incident: 20040310
Vehicle: 2003 LEXUS ES300
Location of Incident: ALBUQUERQUE, NM
NHTSA Summary:
THE VEHICLE LUNGED UPON PARKING. AS A RESULT THE CONSUMER LOST CONTROL AND HIT A WALL. THE FRONT END REPAIRS COST $2,275.00. *AK (SUDDEN ACCELERATION) *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062896
Date of Incident: 20040310
Vehicle: 2003 LEXUS ES300
Location of Incident: NEW ROCHELLE, NY
NHTSA Summary:

WHILE WAITING IN HEAVY TRAFFIC AT AN INTERSECTION AND WITHOUT WARNING VEHICLE SUDDENLY ACCELERATED. THIS CAUSED THE DRIVER TO REAR END THE VEHICLE IN FRONT. UPON IMPACT, BOTH AIR BAGS DID NOT DEPLOY. THE VEHICLE WAS TOWED TO THE DEALER. THE INSURANCE COMPANY TOTALED THE VEHICLE. *AK THE DEALERSHIP INSISTED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE CONSUMER CONTACTED THE MANUFACTURER AND WAS TOLD THAT NOTHING COULD BE DONE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062113
Date of Incident: 20040311
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: HANOVER, NH
NHTSA Summary:
ON SEVERAL OCCASIONS THE BRAKE PEDAL HAS GONE TO THE FLOOR WHEN I ATTEMPTED TO STOP OR SLOW THE CAR. BRAKING OR ACCELERATING THE CAR IS NOT SMOOTH AND THERE ARE SUDDEN ACCELERATIONS OR SURGES OF THE CAR. THE CAR WAS TESTED BY THE DEALER'S SERVICE MANAGER AND BY THE SALESMAN. BOTH AGREED THAT THE CAR HAD SPONGY BRAKING BUT STATED THAT ALL 2003 CAMRYS BEHAVED IN SIMILAR FASHION AND THAT THERE WAS NO "FIX" FOR THE PROBLEM. THE TOYOTA MANUFACTURER STATED THAT THEY HAD RECEIVED SIMILAR COMPLAINTS WHICH THEY WERE INVESTIGATING BUT THEY DID NOT KNOW WHAT CAUSED THE PROBLEM SO THEY COULD NOT PROVIDE ANY SUGGESTIONS FOR ITS REPAIR *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062072
Date of Incident: 20040312
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: ROCKVILLE, MD
NHTSA Summary:
2002 TOYOTA CAMRY SURGES FORWARD UNEXPECTEDLY. BRAKES ARE BEING APPLIED, BUT THE VEHICLE ACCELERATES. ABS KICKS IN. HAPPENS INTERMITTENTLY. HAS HAPPENED TWICE NOW OVER LAST 3-5 WEEKS, LAST TIME JUST IN FRONT OF A SCHOOL CROSS WALK" TOOK THE CAR TO THE DEALER (12 MAR 04) AND WAS INFORMED NOTHING COULD BE DONE. SENT ME HOME WITH CAR DESPITE MORE THAN AN HOUR WITH DEALER AND VERY SERIOUS CONCERNS ABOUT CAR SAFETY.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062212
Date of Incident: 20040312
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CLEVELAND, OH
NHTSA Summary:
2002 TOYOTA CAMRY XLE - ENGINE SURGE. UNEXPECTED ACCELERATON. I HAVE BEEN OPERATING THIS VEHICLE FOR TWO YEARS WITHOUT INCIDENT. HOWEVER, IN THE LAST TWO MONTHS I HAVE EXPERIENCED THE ENGINE SURGE/RACING PROBLEM. THE FIRST EPISODE TOOK PLACE 2 MONTHS AGO AS I WAS IN REVERSE AND BACKING OUT OF A DRIVEWAY. I WAS ABLE TO STOP BY APPLYING THE BRAKES. THE SECOND INCIDENT TOOK PLACE AS I WAS BEGINNING TO ACCELERATE FROM A STOP LIGHT. THE VEHICLES

AHEAD OF ME WERE SLOWING DOWN AS I APPLIED THE BRAKES TO SLOW DOWN THE ENGINE BEGAN TO RACE. I WAS ABLE TO STOP THE CAR WITH THE BRAKES BUT DID LIGHTLY HIT THE CAR IN FRONT OF ME. THERE WAS NO DAMAGE TO EITHER VEHICLE OR ANY INJURIES. I TOOK THE CAR TO MY DEALER THIS MORNING AND REPORTED THE INCIDENTS. THE DEALERSHIP TEST DROVE THE CAR AND COULD NOT DUPLICATE THE PROBLEM. I DID HAVE PASSENGER IN CAR DURING THE MOST RECENT EPISODE WHO CAN ATTEST TO THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063107
Date of Incident: 20040312
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: NORTH EAST, MD
NHTSA Summary:
INTERMITTENTLY WHILE DRIVING AT LOW SPEED VEHICLE SUDDENLY ACCELERATED *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10171110
Date of Incident: 20040314
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BANGOR, CA
NHTSA Summary:
MY MOTHER AND FRIEND STARTED OUT FOR CHURCH, THE FRIEND HAD COME TO PICK HER UP WHEN THE 2004 TOYOTA CAMRY WITH LESS THAN 3000 MILES ON IT WAS HAVING DIFFICULTY SHIFTING INTO REVERSE. THEN WHEN SHE SHIFTED INTO DRIVE THE CAR ACCELERATED UNCONTROLLABLY EST SPEED ON 80 - 92 MILE A HOUR IN LESS THAN 250 FT WHEN THE CAR HIT A MOBILE HOME. THEY HIT SO HARD IT MOVED DOUBLE WIDE ALMOST A FOOT KILLING MY MOTHER THE PASSENGER AND INJURY TO HER FRIEND THE DRIVER. NO AIR BAG DEPLOYED AND WHEN TOYOTA WAS CONTACTED THEY REFUSED TO SPECK TO US. ATTORNEYS HAVE SAID THAT TOYOTA IS SO BIG, NOT COST AFFECTIVE ...SO I WATCH AND IN TWO YEARS THERE ARE MANY MANY MORE NOW ...HOW MANY MORE HAVE TO DIE BEFORE SOMETHING IS DONE. SEE ALSO 10074472. *DSY *NM, DIFFICULTY SHIFTING FROM PARK TO REVERSE, THEN UPON SHIFTING INTO DRIVE THE CAR ACCELERATED UNCONTROLLABLY, WOULD NOT STOP, COLLIDED WITH A MOBILE HOME. AIR BAGS DID NOT DEPLOY, RESULTING IN THE DEATH OF ONE PASSENGER AND INJURY OF DRIVER. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062320
Date of Incident: 20040314
Vehicle: 2003 LEXUS ES300
Location of Incident: WHITTIER, CA
NHTSA Summary:
THERE IS A DANGEROUS AND UNPREDICTABLE TENDENCY FOR THE VEHICLE ENGINE/TRANSMISSION COMBINATION TO ACCELERATE SUDDENLY AND UNEXPECTEDLY. THIS IS AN INTERMITTENT PROBLEM WHICH MAKES IT ESPECIALLY UNNERVING. IT IS MOST NOTICEABLE AT SPEEDS BELOW 40 MPH, WHEN FIRST SLOWING, FOLLOWED BY ACCELERATION. IT APPEARS TO BE EXACERBATE BY UNCERTAIN

TRANSMISSION "HUNTING" FOR PROPER GEAR/ENGINE SPEED COMBINATIONS. THE SUDDEN ACCELERATION CAUSES A RAPID AND JERKY THROTTLE RESPONSE TO MILD ACCELERATOR PEDAL INPUT. I HAVE TAKEN THE CAR TO THE DEALER ON AT LEAST TWO OCCASIONS FOR THIS ISSUE. THE FIRST TIME, THE DEALER REPROGRAMMED THE TRANSMISSION. THE SECOND TIME, THE TECHNICIAN TESTED THE VEHICLE AND NOTE "NO PROBLEM FOUND". AT CURRENT MILEAGE OF 32,000, THE PROBLEM SEEMS TO BE WORSENING. THIS IS A DANGEROUS CONDITION THAT, IF LEFT UNDRESSED, IS LIKELY TO BE THE CAUSE OF AN ACCIDENT, SERIOUS INJURY OR MUCH WORSE. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065362
Date of Incident: 20040316
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: INDIANAPOLIS, IN
NHTSA Summary:
WHEN COMING OUT OF A PARKING LOT ACCELERATOR STUCK, CAUSING THE VEHICLE TO ACCELERATE OUT OF CONTROL. VEHICLE GRAZED ANOTHER VEHICLE, WENT ACROSS A STREET, GRAZED A BUILDING, AND DROVE STRAIGHT INTO ANOTHER BUILDING. DRIVER WAS CONSCIOUS WHEN PARAMEDIC ARRIVED. THEY FOUND THE DRIVER WITH BOTH FEET STILL ON THE BRAKE PEDAL. DRIVER WAS TRANSPORTED TO THE HOSPITAL, AND LATER DIED DUE TO FATAL INJURIES FROM THE CRASH. THE INSURANCE COMPANY PRESERVED THE VEHICLE AS EVIDENCE. THE POLICE REPORT STATED THE CRASH WAS DUE TO A MECHANICAL DEFECT. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063297
Date of Incident: 20040316
Vehicle: 2000 LEXUS LS400
Location of Incident: CAPE CORAL, FL
NHTSA Summary:
WHILE CONSUMER WAS PARKING IN A PARKING SPACE VEHICLE SUDDENLY ACCELERATED. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064613
Date of Incident: 20040317
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SOMERSET, NJ
NHTSA Summary:
WHILE MAKING A RIGHT TURN AT 5 MPH, THE VEHICLE HESITATED, THEN IT ACCELERATED ON ITS OWN. THIS CAUSED THE VEHICLE TO HIT THE CURB. *AK THE PROBLEM WAS WITH THE ANTILOCK BRAKES. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063456
Date of Incident: 20040318
Vehicle: 2002 TOYOTA CAMRY

Location of Incident: BRIDGTON, ME
NHTSA Summary:
WHILE DRIVING 55 MPH, THE VEHICLE SUDDENLY ACCELERATED. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE BY APPLYING THE BRAKES TO SLOW THE VEHICLE DOWN. THIS HAPPENED MORE THAN ONCE. THE DRIVER WILL CONTACT THE DEALER IN THE NEAR FUTURE. *AK THE VEHICLE WOULD CONTINUE IN MOTION WHEN THE CONSUMERS FOOT WAS NOT ON THE ACCELERATOR. WHEN SLOWING FROM SPEEDS ABOVE 30 MPH, THE VEHICLE WOULD NOT SLOW BELOW 20-22 MPH WITHOUT APPLYING THE BRAKES. AS THE TACHOMETER DROPPED DOWN TO 1000 RPM'S, IT WOULD AUTOMATICALLY MAKE A SLIGHT SURGE TO 1100-1200 RPM'S THEN SETTLE TO 1000 RPM'S AND WOULD CONTINUE UNTIL THE BRAKES WERE APPLIED. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064706
Date of Incident: 20040318
Vehicle: 2003 LEXUS ES300
Location of Incident: SHERMAN OAKS, CA
NHTSA Summary:
WHEN PULLING INTO A PARKING SPOT DRIVER DEPRESSED THE BRAKE PEDAL AND VEHICLE SUDDENLY ACCELERATED. VEHICLE WENT OVER THE CURB, AND HIT A LIGHT POLE. FRONT LEFT SIDE OF THE VEHICLE WAS DAMAGED. UPON IMPACT, FRONT AIR BAGS DID NOT DEPLOY. DRIVER SUSTAINED MINOR BRUISES. *AK *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062625
Date of Incident: 20040319
Vehicle: 2003 TOYOTA 4RUNNER
Location of Incident: TALLAHASSEE, FL
NHTSA Summary:
REGARDING MY 2003 TOYOTA 4-RUNNER, LIMITED, 4-WHEEL DRIVE WITH A V-8 ENGINE AND 5 SPEED AUTOMATIC TRANSMISSION. SINCE I'VE OWNED THE VEHICLE (SEPTEMBER 28, 2003) THE ENGINE HAS PERIODICALLY ACCELERATED SUDDENLY BY ITSELF, WHILE AT A STOP, SUCH AS AT A STOP LIGHT, WITH THE AC ON AND THE TRANSMISSION IN DRIVE. SOMETIMES THIS RESULTS IN AN ABRUPT ACCELERATION SIMILAR TO BEING HIT BY ANOTHER CAR IN THE REAR. IF I DIDN'T HAVE MY FOOT FIRMLY ON THE BRAKE IN THESE INSTANCES, I WOULD HAVE SHOT INTO THE INTERSECTION. THIS PROBLEM IS NOT ONLY A SERIOUS SAFETY PROBLEM, BUT HAS TO BE DOING DAMAGE TO THE TRANSMISSION. I TOOK IT IN FOR REPAIR AND AS PREDICTABLE THE DEALER SAID THEY FOUND NO PROBLEM. ALL THEY DID WAS CONFIRM ITS IDLE, THEY DID NOT DRIVE IT IN TRAFFIC. THIS IS A SERIOUS PROBLEM AND COULD RESULT IN A SERIOUS INCIDENT. I'VE NOTED OTHER COMPLAINTS HAVE BEEN MADE TO NHTSA ON THE SAME PROBLEM. I BELIEVE THIS PROBLEM SHOULD BE INVESTIGATED BEFORE SERIOUS INJURIES ARE INCURRED BY SOMEONE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063541
Date of Incident: 20040319
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PARIS, KY

NHTSA Summary:
WHILE DRIVING AT LOW SPEEDS OR PARKING IN A PARKING SPACE THE VEHICLE SUDDENLY ACCELERATED. THE DEALER INSPECTED THE VEHICLE SIX DIFFERENT TIMES BUT COULD NOT DUPLICATE OR CORRECT THE PROBLEM. *AK SEE VOQ 10062883. *DSY ON ONE OCCASION WHILE PARKING THE VEHICLE SURGED FORWARD AND HIT A POST (NO DAMAGE REPORTED). THE CONSUMER HAD TO REPLACE THE TIRES AT 21000 MILES BECAUSE THEY WOULD NOT MOVE WHILE ON ICE OR SNOW. *NM
Additional Summary:

Toyota ID No: 200403190697
NHTSA ODI No:
Date of Incident: 20040319
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
*** PHONE LOG 03/19/2004 11:37:45 AM CMCMORRIS
STS WAS MAKING A RIGHT HAND TURN & VEH SURGED. STS VEH TO DLR THIS MORNING & DLR ADV COULD NOT FIND ANYTHING WRONG. STS DLR COULD NOT DUPLICATE COND. STS SPOKE TO SERVICE ADVISOR, BOBBIE CLEVELAND. STS WIFE WILL NOT DRIVE VEH NOW. STS HEARD IN THE PAPER WAS COMMON COND.

*** CASE CLOSE 03/19/2004 11:39:02 AM CMCMORRIS
NCR APOL & ADV DLR WILL HAVE TO BE ABLE TO DUPLICATE COND TO MAKE A RPR ATTEMPT. STS WIFE WILL NOT DRIVE VEH. NCR ADV NHTSA LOOKING INTO SURGING CONCERN.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063734
Date of Incident: 20040319
Vehicle: 2000 LEXUS RX300
Location of Incident: ARLINGTON, VA
NHTSA Summary:
WHILE PULLING INTO A PARKING SLOT IN A PARKING GARAGE, MY CAR ACCELERATED SUDDENLY, CRASHING INTO THE CONCRETE WALL. BOTH AIR BAGS WERE DEPLOYED, FILLING CAR WITH SMOKE AND LEAVING DRIVER'S ARM WITH SOME KIND OF BURN AND SCABBING. DRIVER'S KNEES HIT DASHBOARD FORCEFULLY.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10079445
Date of Incident: 20040320
Vehicle: 2003 TOYOTA AVALON
Location of Incident: TEHACHAPI, CA
NHTSA Summary:
WHILE STEPPING ON THE BRAKE PEDAL VEHICLE SUDDENLY ACCELERATED. THIS CAUSED THE VEHICLE TO COLLIDED WITH A HOUSE. VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION NUMEROUS TIMES, BUT MECHANIC WAS NOT ABLE TO DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063866
Date of Incident: 20040322
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: SYKESVILLE, MD
NHTSA Summary:
SUDDEN ACCELERATION WHEN PULLING INTO PARKING SPACE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065470
Date of Incident: 20040324
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: UNKNOWN, DC
NHTSA Summary:
WHILE PARALLEL PARKING ON A HILL, THE VEHICLE SUDDENLY ACCELERATED HITTING A PARKED CAR. *PH *MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067263
Date of Incident: 20040324
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: GREENSBORO, NC
NHTSA Summary:
CONSUMER WAS PARKING THE VEHICLE WHEN IT SUDDENLY ACCELERATED. CONSUMER APPLIED THE BRAKES, BUT THE VEHICLE JUST KEPT GOING ,CAUSING PROPERTY DAMAGE. VEHICLE WAS TOWED TO THE DEALERS. OWNER DROVE THE VEHICLE HOME AFTER THE REPAIRS WERE DONE. AGAIN, THE VEHICLE BEGAN TO ACCELERATE UNEXPECTEDLY. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065407
Date of Incident: 20040326
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: CATONSVILLE, MD
NHTSA Summary:
WHILE DRIVING 40 MPH VEHICLE ACCELERATED TO HIGHER SPEEDS. THIS CAUSED EXTENDED STOPPING DISTANCE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10073604
Date of Incident: 20040327
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MASCOT, TN
NHTSA Summary:
VEHICLE ACCELERATED WHEN IN REVERSE. AS A RESULT, THE VEHICLE CRASHED INTO A TREE AND MAILBOX. *AK SEE VOQ 10073601. *DSY *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10066047
Date of Incident: 20040327
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: SAN DIEGO, CA
NHTSA Summary:
UNINTENDED ACCELERATION PROBLEM, IN A BRAND NEW TOYOTA HIGHLANDER CAUSING AN ACCIDENT. (IT HAD THE SAME PROBLEM TWICE BEFORE)
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065288
Date of Incident: 20040330
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MANCHESTER, NJ
NHTSA Summary:
WHILE APPLYING THE BRAKES PEDAL WENT TO THE FLOOR AND VEHICLE SUDDENLY ACCELERATED. THIS CAUSED THE DRIVER TO LOSE CONTROL OF THE VEHICLE AND HIT ANOTHER VEHICLE. UPON IMPACT, BOTH AIR BAGS DID NOT DEPLOY. CONSUMER WAS ABLE TO DRIVE THE VEHICLE TO THE DEALER FOR INSPECTION. HOWEVER, MECHANIC WAS UNABLE TO DUPLICATE THE PROBLEM. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071826
Date of Incident: 20040400
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: CHARLOTTE, NC
NHTSA Summary:
UPON APPLYING THE BRAKES CONSUMER SOMETIMES DEPRESSED THE ACCELERATOR AT THE SAME TIME. THIS CAUSESD THE VEHICLE TO SURGE FORWARD. BOTH THE MANUFACTURER AND THE DEALER WERE NOTIFIED.*AK
Additional Summary:

Toyota ID No: 200404121083
NHTSA ODI No:
Date of Incident: 20040400
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: CHICAGO, IL
NHTSA Summary:
*** PHONE LOG 04/12/2004 12:57:44 PM PTIMBERLAKE
CUST STS HE WAS PULLING INTO PARKING SPACE AND WHEN HE PUT HIS FOOT ON THE BRAKE THE ENGINE SURGED BY ITSELF AND FRONT END OF VEH HIT A BRICK WALL. CUST WANTS TO KNOW WHY VEH ACCELERATED BY ITSELF

*** CASE CLOSE 04/12/2004 12:58:59 PM PTIMBERLAKE
NCR OFFERED BUT CUST REFUSED AS HE REFUSES TO WAIT UP TO 30 DAYS FOR INSPECTION. CUST VERY UNHAPPY AND STS HE WILL CONTACT HIS LAWYER

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064261
Date of Incident: 20040401
Vehicle: 2001 LEXUS LS430
Location of Incident: ROHNERT PARK, CA
NHTSA Summary:
THIS CAR HAS A "DRIVE-BY-WIRE" THROTTLE CONTROL SYSTEM IN WHICH THE THROTTLE IS NOT DIRECTLY CONNECTED TO THE ENGINE BUT IS DIGITIZED AND SENT TO A COMPUTER FOR ANALYSIS PRIOR TO CONTROLLING THE ENGINE SPEED. THE SPEED CONTROL COMPUTER ANALIZES THE THROTTLE INPUT OVER TIME AND "LEARNS" THE DRIVERS THROTTLE CONTROL HABITS AND ADJUSTS THE ENGINE RESPONSE TO THROTTLE INPUT BASED ON THE LONG-TERM DRIVING HISTORY OF THE DRIVER. IF THE DRIVER DRIVES AGGRESSIVELY ALL OF THE TIME THEN THE THROTTLE RESPONSE IS GOOD. HOWEVER IF THE DRIVER DRIVES CONSERVITIVELY MOST OF THE TIME THEN THE THROTTLE RESPONSE IS POOR. I NORMALLY DRIVE CONSERVATIVELY AND I HAVE FOUND ON MANY OCCASIONS THAT THIS CAR DOES NOT RESPOND IN A TIMELY MANNER IN CASE OF EMERGENCY ACCELLERATION. THAT IS, WHEN I DRIVE CONSERVATIVELY AND THEN NEED TO ACCELLERATE QUICKLY TO AVOID ANOTHER VEHICLE, THIS CAR HESITATES FOR SEVERAL SECONDS BEFORE DECIDING TO SPEED UP, EVEN WHEN I STOMP ON THE ACCELLERATOR. I DO NOT FEEL SAFE IN THIS CAR. I BELIEVE THAT THIS IS A SERIOUS SAFETY FLAW IN THE DESIGN OF THIS CAR. I HAVE REPORTED THIS PROBLEM TO MY LEXUS DEALER ON EVERY VISIT TO THE SERVICE DEPARTMENT SINCE I PURCHASED THE CAR NEW IN 2000. YET THEY HAVE FAILED TO ADDRESS THE PROBLEM I WAS TOLD BY THE SERVICE DEPARTMENT THAT LEXUS WAS AWARE OF THE ISSUE AS SEVERAL CUSTOMERS HAVE COMPLAINED ABOUT THE PROBLEM. ON ONE OCCASION I WAS TOLD THAT THE ENGINEERS HAD AN EXPERIMENTAL FIRMWARE UPGRADE THAT THEY WERE TESTING WITH SOME CUSTOMERS. I HAVE CONTACTED LEXUS CUSTOMER SERVICE, BUT THEY JUST REFERRED ME BACK TO THE DEALERSHIP.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10079469
Date of Incident: 20040402
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: KENNER, LA
NHTSA Summary:
WHILE DRIVING AT 25 MPH VEHICLE SUDDENLY ACCELERATED. THE BRAKES WERE APPLIED, BUT FAILED TO STOP THE VEHICLE. CONSUMER TURNED THE STEERING WHEEL TO THE LEFT TO AVOID REAR ENDING ANOTHER VEHICLE. HOWEVER, CONSUMER'S VEHICLE JUMPED A CURB ONTO A GRASS SURFACE. VEHICLE RETAINED THE SAME SPEED, DIDN'T SLOW DOWN, AND DROVE 700 FEET BEFORE HITTING A SIGN AND TWO TREES. WHEN VEHICLE IMPACTED THE SECOND TREE, THE IMPACT CATAPULTED THE VEHICLE BACK ONTO THE STREET, AND THE VEHICLE FINALLY STOPPED. VEHICLE WAS TOTALED BY THE INSURANCE COMPANY. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10066794
Date of Incident: 20040403
Vehicle: 2003 TOYOTA COROLLA

Location of Incident: WASHINGTON, DC
NHTSA Summary:
WHILE IDLING AT A STOP LIGHT, THE VEHICLE SURGED FORWARD WITHOUT WARNING. *AK THE CONSUMER'S FOOT WAS COMPLETELY ON THE BRAKE PEDAL. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10083475
Date of Incident: 20040404
Vehicle: 2003 TOYOTA AVALON
Location of Incident: TEHACHAPI, CA
NHTSA Summary:
WHILE DRIVING 5 MPH, THE DRIVER APPLIED THE BRAKE PEDAL AND WITHOUT WARNING THE VEHICLE ACCELERATED UNCONTROLLABLY. THE DRIVER WAS NOT ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND COLLIDED INTO A FENCE. BOTH FRONTAL AIR BAGS FAILED TO DEPLOY. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. THE MECHANIC WAS UNABLE TO DUPLICATE THE PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10118914
Date of Incident: 20040405
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: VERO BEACH, FL
NHTSA Summary:
VEHICLE EXPERIENCED SUDDEN ACCELERATION 11 TIMES. VEHICLE WAS TAKEN TO THE DEALER AFTER EACH INCIDENT, BUT THE CAUSE WAS STILL UNDETERMINED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10066664
Date of Incident: 20040406
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: RIO RANCHO, NM
NHTSA Summary:
THE VEHICLE SUDDENLY ACCELERATES WHILE DRIVING. THE STEERING WHEEL ALSO FELT LOOSE WHILE DRIVING. THE DEALER INSPECTED THE VEHICLE SEVERAL TIMES BUT FOUND NO PROBLEMS. *MR AT A STOP LIGHT, THE BRAKE PEDAL GOES DOWN TOWARDS THE FLOOR. THE VEHICLE REMAINS STATIONARY AND THE BRAKES ALWAYS STOP THE CAR. DSY THE CONSUMER'S VEHICLE IS STILL EXPERIENCING SUDDEN ACCELERATION. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067065
Date of Incident: 20040408
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LEESBURG, FL
NHTSA Summary:
WHEN THE BRAKE PEDAL WAS DEPRESSED VEHICLE SUDDENLY ACCELERATED CONSUMER HEARD THE ENGINE MOTOR RACING. THIS OCCURRED WHILE PULLING INTO

A DRIVEWAY. VEHICLE HIT A PARKED VEHICLE'S BUMPER, A POST, AND A FENCE BEFORE STOPPING *AK INSURANCE CLAIMS DEPARTMENT SAID THAT A NUMBER OF COMPLAINTS REGARDING ON THE VEHICLE ON THE ELECTRONIC SYSTEM WHICH GIVES INFORMATION TO THE THROTTLE CONTROL SYSTEM. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067011
Date of Incident: 20040409
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CHICAGO, IL
NHTSA Summary:
WHILE APPLYING THE BRAKES VEHICLE SUDDENLY ACCELERATED. DRIVER WAS NOT ABLE TO CONTROL THE VEHICLE, CAUSING THE VEHICLE TO COLLIDE WITH A WALL. DRIVER SUSTAINED MINOR INJURIES. VEHICLE WAS TOWED TO THE DEALER. *AK
Additional Summary:

Toyota ID No: 200404120992
NHTSA ODI No:
Date of Incident: 20040409
Vehicle: 2002 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: COLUMBIA, IL
NHTSA Summary:
*** PHONE LOG 04/12/2004 12:31:20 PM BBRIEDE
===FCRP===
CUSTS HUSBAND GARY DOUCHANT CALLING ON BEHALF OF HIS WIFE. CUST STS HIS WIFE WAS INVOLVED IN A VEH ACCIDENT ON FRIDAY. STS WAS PULLING INTO PARKING LOT WHEN VEH SUDDENLY ACCELERATED. STS HIT CAR PARKED IN OPPOSITE PARKING SPACE. STS NO INJURIES AND MINIMAL DAMAGE TO BUMPER. CUST REQUESTED FCRP INSPECTION TO DETERMINE IF SOMETHING WRONG WITH VEH. NCR APOL & ADV CUST OF FCRP PARAMATERS. CUST UNDERSTANDS 60-DAY PROCESS
*** NOTES 04/12/2004 12:31:32 PM BBRIEDE
LEGAL REQUESTS FIELD REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 04/12/04 12:55:10 PM KCI
KD. NOTIFIED DSPM, MARK YANCEY, OF NEW OPEN FILE IN DISTRICT
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065948
Date of Incident: 20040410
Vehicle: 2000 LEXUS GS400
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
I WAS TRAVELING WITH MY FATHER, MING SUEN ON I-95 SOUTH BOUND NEAR I-15 INTERCHANGE IN MY 2000 LEXUS GS400(30000 MILES). THE ACCELERATOR GOT STUCKED(NOT BY CARPET OR FLOOR MAT) MECHNICALLY, AND MY CAR DOWNSHIFTED ITSELF AND WENT INTO FULL POWER ACCELERATION AT THE ENGINE SPEED OF OVER 5000 RPM. I TRIED TO BRAKE WITH FULL FORCE, BUT FAILED TO STOP THE VEHICLE, AND THE CAR WAS GOING AT 85MPH AND GAINING SPEED! THE WHOLE INCIDENT LAST FOR ABOUT 3-5 MINUTES, AND I DIALED "911" AND TRIED TO ASK FOR HELP. BEFORE THE CALL WAS CONNECTED, I MAGICALLY REGAIN CONTROL OF MY LEXUS. THE ACCELERATOR DISENGAGED AND THE ENGINE SPEED RETURNED TO NORMAL. I FELT THE BRAKE WAS

LOSING POWER AND BECAME VERY WEAK. I GOT OUT AT THE NEAREST EXIT AND PULLED INTO A GAS STATION. AS I GOT OUT MY CAR, I COULD SMELL THE BRAKES WERE BURNING, AND THE FRONT RIGHT BRAKE WAS FRIED. MY FATHER AND I WAS VERY LUCKY, BECAUSE IT WAS LATE AT NIGHT AND TRAFFIC WAS LIGHT ON THE FREEWAY. OTHER WISE, TRAVELING AT 85 MPH WITH FULL BRAKE AND NO CONTROL OF MY VEHICLE, WOULD DEFINATELY CAUSE SOME SERIOUS INJURY OR EVEN DEATH! MY LEXUS IS CURRENTLY LOCATED AT THE LOCAL FLECHER JONES LEXUS, AND I AWAIT THE DEALERSHIP TO INPECT AND FOUND OUT THE PROBLEM. I WOULD HOPE THERE IS SOMETHING THIS ORGANIZTION COULD DO TO PREVENT SIMILAR INCIDENT TO HAPPEN IN THE FUTURE ON ANY OTHER LEXUS OWNERS *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10068210
Date of Incident: 20040414
Vehicle: 2002 TOYOTA AVALON
Location of Incident: DANBURY, CT
NHTSA Summary:
I PROCEEDED TO BACK OUT OF A PARKING SPACE AT COMCAST CABLE. AS I WAS BACKING UP I BUMPED INTO A UTILITY POLE IN THE MIDDLE OF THE LOT. I APPLIED THE BRAKES AND PUT TO CAR INTO DRIVE. WHEN I LIFTED MY FOOT OFF THE BRAKE THE CAR LUNGED FORWARD STRIKING A PARKED VEHICLE AND THE BUILDING. THE DISTANCE COULD NOT HAVE BEEN MORE THAN 10 TO 15 FEET. MY WIFE AND I HEARD A STRANGE SOUND COMING FRON UNDER THE BODY OF THE CAR. I ONFORMED MY INSURANCE COMPANY OF THE FACT THAT SOME TOYOTA MODELS WERE BEING INVESTIGATED FOR SUDDEN ACCELERATION PROBLEMS. HE SAID HE WOULD CHECK IT OUT. HE INFORMED ME THAT MY MODEL(2002 AVALON)WAS NOT AFFECTED. NOTHING FURTHER WAS DONE OTHER THAN TO FIX THE DAMAGE TO MY CAR *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10073724
Date of Incident: 20040414
Vehicle: 2003 TOYOTA SEQUOIA
Location of Incident: CAPE CORAL, FL
NHTSA Summary:
ON APRIL 14, 2004 CONSUMER WAS DRIVING. UPON TAPPING THE ACCELERATOR PEDAL VEHICLE SURGED FORWARD WITH GREAT FORCE. DRIVER LOST CONTROL, AND HIT A SCHOOL. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10072208, 10073396, 10067327, 10073435
Date of Incident: 20040415
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FREDERICK, MD
NHTSA Summary:
LTR FWD FM EUGENE J. KAROL, JR. (MD) RE SUDDEN ACCELERATION DEFECT FOR HIS 2003 TOYOTA CAMRY, REQUESTS THE STATUS OF ANY NHTSA INVESTIGATION INTO SUDDEN ACCELERATION AND TOYOTA VEHICLES, REPLY IN DUPLICATE ATTN. DENISE NODE @ ANNAPOLIS, MD OFC. *PH *SC SEE VOQS 10067327, 10073396 AND 10073435. *DSY: LTR FM EUGENE KAROL (MD) WRITER OWNER OF A 2003 TOYOTA CAMRY SEEKING

INFORMATION ON PREVIOUS INVESTIGATION CONDUCTED BY NHTSA RE SUDDEN ACCELERATION OF TOYOTA VEHICLES REPLY TO THE BALTIMORE DISTRICT OFC DOT #2004-4208 (REF ES04-03508 DUE 5/20/04). *MR *SC *JB SEE VOQS 10067327, 10072208 AND 10073435. *DSY *JB. WHEN DRIVING AT LOW SPEEDS VEHICLE SURGED FORWARD CONSUMER TOOK THE VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC WAS UNABLE TO DUPLICATE THE PROBLEM. *AK SEE VOQS 10072208, 10073396 AND 10073435. *DSY *LA WHEN THE GEAR SHIFTER WAS MOVED FROM DRIVE TO PARK THE ENGINE RACED AND REVVED THE CONSUMER IMMEDIATELY TURNED OFF THE IGNITION. THE CONSUMER FEELS THAT IF THE SHIFTER WAS MOVED FROM PARK TO DRIVE THAT SUDDEN ACCELERATION WOULD HAVE OCCURRED *NM. LTR FM EUGENE KAROL (MD) WRITER OWNER OF A 2003 TOYOTA CAMRY SEEKING INFORMATION ON PREVIOUS INVESTIGATION CONDUCTED BY NHTSA RE SUDDEN ACCELERATION OF TOYOTA VEHICLES *MR *LA SEE VOQ 10067327, 10072208 AND 10073396 ALSO. *DSY THERE WERE AT LEAST 13 MORE TOYOTA'S THAT HAVE EXPERIENCED A SIMILAR PROBLEM TOYOTA ADVISED THE CONSUMER THAT THEY WERE HOLDING OFF ON ACTIONS UNTIL DOT COMPILES THE INVESTIGATION. *SC *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067319
Date of Incident: 20040416
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: HIGHLAND HEIGHTS, KY
NHTSA Summary:
WHILE APPLYING THE BRAKES VEHICLE SUDDENLY ACCELERATED DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND DROVE IT TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. THE DRIVER INFORMED THE MECHANIC THAT THIS PROBLEM OCCURRED MORE THAN ONCE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10106297
Date of Incident: 20040418
Vehicle: 2003 TOYOTA AVALON
Location of Incident: TEHACHAPI, CA
NHTSA Summary:
STEPPED ON BRAKE AND CAR ACCELERATES INTO VERY HIGH SPEED. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10099310
Date of Incident: 20040420
Vehicle: 2004 TOYOTA AVALON
Location of Incident: FOREST HILL, MD
NHTSA Summary:
WHILE DRIVING AT LOW SPEEDS VEHICLE ACCELERATED UNCONTROLLABLY CONSUMER APPLIED THE BRAKE PEDAL AND THE VEHICLE CONTINUED TO ACCELERATE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. HOWEVER, MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK *TT *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067780
Date of Incident: 20040424
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FALL RIVER, MA
NHTSA Summary:
I BEGAN TO BACK OUT OF MY PARKING SPOT WHEN THE CAR SUDDENLY ACCELERATED. I WAS UNABLE TO REGAIN CONTROL OF THE VEHICLE UNTIL IT HAD STRUCK ANOTHER CAR, CAUSING DAMAGE TO MY REAR FENDER. FORTUNATELY, THERE WAS NO DAMAGE TO THE OTHER CAR. THIS HAS HAPPENED ONE OTHER TIME ABOUT 6 MONTHS AGO WHEN I WAS BACKING OUT OF MY GARAGE. NO DAMAGE WAS SUSTAINED AT THAT TIME. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10072264
Date of Incident: 20040425
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BROOKLYN, NY
NHTSA Summary:
WHILE ACCELERATING FROM LOW SPEEDS, THE VEHICLE ACCELERATED AND CAUSED A COLLISION. *AK *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10181827
Date of Incident: 20040425
Vehicle: 2003 TOYOTA TACOMA
Location of Incident: SAN JOSE, CA
NHTSA Summary:
FIRST INSTANCE 4/25/04 SLOWLY PULLING INTO A PARKING PLACE WITH A LIGHT TOUCH ON THE ACCELERATOR, THE ENGINE REVVED SO FAST THE TRUCK CLEARED THE PARKING STRIP AND CRASHED INTO A PILLAR ON THE SIDEWALK (PICTURE AVAILABLE) $5000.00 DAMAGE TO TRUCK & $6000.00 DAMAGE TO THE PILLAR. SECOND INSTANCE 10/09/06 STOPPED AT A RED LIGHT. ENGINE REVVED UP, PUT IT IN NEUTRAL & ENGINE REVVED FASTER. SHIFTED BACK INTO DRIVE AND ENGINE RETURNED TO NORMAL IN A COUPLE SECONDS. THIRD INSTANCE 02/05/07 JUST STOPPED AT A RED LIGHT. ENGINE REVVED UP AND WENT BACK TO NORMAL BEFORE I COULD TURN OFF THE KEY. IF THERE HAD BEEN A CAR IN FRONT OF ME I WOULD HAVE CRASHED. FIRST TWO TIMES I TOOK THE TRUCK TO THE DEALER. EACH TIME THEY COULD NOT FIND ANYTHING AND GENTLY MENTIONED THAT MAYBE THE ACCELERATOR & BRAKE WERE BOTH ENGAGED AT THE SAME TIME. FIRST TIME MY FOOT WAS ON THE ACCELERATOR & THE OTHER TIMES IT WAS ONLY ON THE BRAKE. THAT WAS THE FIRST THING I CHECKED. THE SERVICE MGR. ADVISED ME NOT TO DRIVE IT SO I RENTED A CAR FOR A COUPLE DAYS. THEY HAD SOMEONE FROM TOYOTA COME TO CHECK IT OUT. COULD NOT FIND ANYTHING WRONG. LAST TIME WAS JUST THE OTHER DAY. HAVE NOT CALLED THEM YET. 2003 TOYOTA TACOMA FOUR DOOR DBL CAB. PURCHASED 07/29/03 CAPITOL TOYOTA. *JB
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10071577
Date of Incident: 20040426
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: REDDING, CA
NHTSA Summary:
WHEN THE CONSUMER TOOK HIS FOOT OFF THE BRAKE, WHILE SITTING AT AN INTERSECTION, THE VEHICLE ACCELERATED AND CRASHED INTO 3 VEHICLES AT A USED CAR DEALERSHIP. THE CONSUMER'S VEHICLE WAS TOTALED ALONG WITH ONE OF THE USED VEHICLES. NO INJURIES OR FATALITIES WERE REPORTED. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10068089
Date of Incident: 20040427
Vehicle: 2002 LEXUS ES300
Location of Incident: DALLAS, TX
NHTSA Summary:
SUDDEN ACCELERATION OF 2002 LEXUS ES300 WITH FOOT ON THE BRAKE. CAR WAS JUST AT A STOP WHEN ITT ACCELERATED WITH FOOT STILL ON THE BRAKE. CAR RAN INTO SIDE OF A BUILDING BEFORE STOPPING--FRONT END OF CAR WAS DEMOLISHED AND BUILDING BRICKS AND INSIDE WALL DEMOLISHED. CAR IS AT DEALERSHIP FOR REPAIRS NOW, ACCIDENT HAPPENED ONLY 2 DAYS AGO. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071690
Date of Incident: 20040427
Vehicle: 2001 TOYOTA SEQUOIA
Location of Incident: BEND, OR
NHTSA Summary:
WHILE APPLYING THE ACCELERATOR PEDAL VEHICLE CUT THE THROTTLE BACK FROM IDLING. THIS CAUSED THE WHEELS TO SPIN, THEN VEHICLE MOVED FORWARD ON ITS OWN, AND STALLED. CONSUMER RESTARTED VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. DEALER INFORMED THE DRIVER THAT VEHICLE WAS OPERATING AS DESIGNED, BUT IT WAS UNSAFE TO OPERATE IT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10081606
Date of Incident: 20040501
Vehicle: 2004 LEXUS ES330
Location of Incident: WOODCLIFF LAKE, NJ
NHTSA Summary:
WHEN ACCELERATING FROM AN IDLE POSITION VEHICLE HESITATES. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10080815
Date of Incident: 20040501
Vehicle: 2004 LEXUS ES330
Location of Incident: BEAVERCREEK, OH

NHTSA Summary:
MY 2004 LEXUS ES330HAS A PROBLEM WITH SHIFTING. WHEN ATTEMPTING TO ACCELERATE THE CAR HESITATES SIGNIFICANTLY BEFORE DECIDING TO DOWNSHIFT. THIS IS A NOTABLE PROBLEM WHEN TRYING TO AVOID TRAFFIC OR CHANGE LANES FLUIDLY UNDER CROWDED TRAFFIC CONDITIONS. LEXUS SAYS THIS IS NORMAL FOR THE CAR *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10082123
Date of Incident: 20040504
Vehicle: 2003 TOYOTA MATRIX
Location of Incident: MECHANICSBURG, PA
NHTSA Summary:
CONSUMER WAS PULLING INTO A PARKING SPACE AND THE VEHICLE ACCELERATED WHILE CONSUMER'S FOOT WAS ON THE BRAKES, STRIKING A TREE ON THE FRONT PASSENGER'S SIDE. UPON IMPACT, FRONTAL AIRBAGS DID NOT DEPLOY. CONSUMER CONTACTED TOYOTA ,AND IT WAS INSPECTED BY A REPRESENTATIVE AND NO DEFECTS WERE FOUND. VEHICLE WAS SOLD FOR PARTS *AK *TS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10093211
Date of Incident: 20040511
Vehicle: 2002 LEXUS ES300
Location of Incident: VALRICO, FL
NHTSA Summary:
2002 LEXUS ES300 WITH ABOUT 18,000 MILES HAS A PROBLEM WITH HESITATION WHEN ACCELERATING AFTER SLOWING DOWN, ESPECIALLY AFTER COMPLETING A TURN. IT IS LIKE THE TRANSMISSION DOESN'T ADJUST WITH THE PRESSING OF THE GAS PEDAL. ALMOST HAD AN ACCIDENT BECAUSE OF THE HESITATION. ALSO I HAVE HAD PROBLEMS WITH THE CAR DOWN SHIFTING AS I COME DOWN A HILL. ALSO A PROBLEM WITH THE CAR TRYING TO DECIDE WHAT GEAR TO BE IN WHEN GOING AROUND 20 TO 25 MILES PER HOUR. YOU CAN FEEL THE CAR CHANGE GEAR. PASSENGERS EVEN HAVE ASKED WHAT WAS THAT? COMPLAINED TO DEALERSHIP, AND WAS TOLD IT WAS THE WAY I DRIVE. I HAD THE SB-TC004-03 PERFORMED AFTER RECEIVING THE LETTER FROM LEXUS, BUT IT DIDN'T HELP. MAY HAVE MADE IT WORSE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074917
Date of Incident: 20040512
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: EAST BRUNSWICK, NJ
NHTSA Summary:
ON MAY 12, 2004 AT TIME 15:33 MY WIFE WAS DRIVING OUR 2003 TOYOTA CAMRY. ND WAS TWO BLOCKS FROM OUR HOUSE, MAKING A RIGHT TURN FROM FARMS RD CIRCLE ONTO RANGER ROAD. AS SHE MADE THE RIGHT TURN, THE CAR SUDDENLY ACCELERATED, AUSING HER TO LOSE CONTROL OF THE CAR, CAUSING HER TO JUMP THE CURB ON THE LEFT IDE OF THE STREET, AND STRIKE A PORTABLE BASSKETBALL NET/POLE ON THE CURB IN FRONT OF THE CORNER HOUSE. THE POLE SMASHED IN THE FRONT ROOF OF THE CAR AND SMASHED THE WINDSHIELD. THE CAR CONTINUED DOWN

THE GRASS CURB AND ITS UNDERCARRIAGE STRUCK THE CURB WHILE GOING BACK ONTO RANGER ROAD. THE AIRBAGS DID NOT DEPLOY. FORTUNATELY, NO ONE WAS INJURED. THE CAR WAS DAMAGED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10083277
Date of Incident: 20040514
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: TAMARAC, FL
NHTSA Summary:
THE CONSUMER HAD AN ACCIDENT, WHEN THE VEHICLE ACCELERATED ON ITS OWN, STRUCK 5 VEHICLES HEAD ON AND THE AIR BAGS DID NOT DEPLOY. THE VEHICLE WAS TOWED TO THE DEALER AND THEY TOLD HIM THAT THERE WERE NO DEFECTS WITH THE AIR BAGS OR VEHICLE ACCELERATOR. TOYOTA HAS ACCEPTED A CLAIM IN WILL REIMBURSE THE CONSUMER FOR ALL DAMAGES; HOWEVER, THE CONSUMER SHOWS CONCERN THAT THERE IS NO RECALL. *LA SEE VOQ 10065132 *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10088532
Date of Incident: 20040515
Vehicle: 2002 LEXUS ES300
Location of Incident: SILVER SPRING, MD
NHTSA Summary:
WHEN DRIVING A SPEED AND THE ACCELERATOR IS PRESSED HARD TO PASS OR TO ENTER A HIGHWAY. THE ENGINE RAVS BUT THE CAR DOES NOT ACCELERATE. THE DEALER TELLS ME THAT IS HOW THE CAR IS DESIGNED. I HAVE A 2002 LEXUS ES300 BUT HAVE DRIVEN THE 2004'S AND THEY ACT THE SAME WAY. WHEN YOU STUMP ON THE GAS AND THE CAR DOES NOT GO. IT LEAVES YOU IN A VERY PROCARIES SITUATION.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10073842
Date of Incident: 20040518
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LAS VEGAS, NV
NHTSA Summary:
WHILE IDLING IN TRAFFIC, AND THE BRAKE PEDAL APPLIED, THE VEHICLE SUDDENLY ACCELERATED. THIS CAUSED THE DRIVER TO SLAM THE GEAR SHIFT IN PARK IN ORDER TO STOP THE VEHICLE. THE MECHANIC INFORMED THE DRIVER THAT THE PROBLEM COULD NOT BE DUPLICATED. PLEASE FILL IN ADDITIONAL INFORMATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10073900
Date of Incident: 20040518
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FREDERICK, MD
NHTSA Summary:
WHEN VEHICLE IS ENGAGED IN REVERSE IT ACCELERATES. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293482
Date of Incident: 20040518
Vehicle: 2001 TOYOTA CELICA
Location of Incident: HOUSTON, TX
NHTSA Summary:
I WAS DRIVING WEST BOUND ON I-10 NEAR DOWNTOWN HOUSTON, TX WHEN I WENT TO PASS A TRUCK AND PRESSED THE GAS PEDAL. WHEN I RELEASED THE GAS PEDAL, THE CAR KEPT ACCELERATING AND THE ENGINE WENT TO THE REDLINE. I TRIED THE BRAKES WHICH WORKED A LITTLE BIT BUT THE ENGINE WAS STILL SCREAMING AT THE REDLINE. FORTUNATELY THE FREEWAY WAS QUITE CLEAR AS I JUST KEPT GOING FASTER AND FASTER. I'M A "CAR-GUY" AND I'M ALSO A MECHANIC AND SINCE THIS WAS MY FIRST NEW CAR I EVER BOUGHT, I WAS WORRIED ABOUT THE ENGINE BLOWING UP MORE THAN I WAS ABOUT HITTING SOMEONE SINCE THE FREEWAY WAS PRACTICALLY EMPTY. I DID GET UP PAST 110 MPH THOUGH BEFORE I DECIDED TO PUT THE AUTOMATIC TRANSMISSION INTO NEUTRAL AND TURN THE KEY TO SHUT THE ENGINE OFF. I COASTED FOR A LITTLE WHILE TO REDUCE SPEED AND THEN STARTED THE ENGINE WHILE STILL COASTING. EVERYTHING WAS BACK TO NORMAL AND I PUT THE TRANSMISSION BACK INTO "DRIVE" AND WENT ABOUT MY WAY. I HAD JUST HAD MY FLOORMATS THOROUGHLY WASHED SO THEY WERE NOT IN THE VEHICLE AT THE TIME SINCE THEY WERE DRYING. THERE WERE NO FLOORMATS IN THE VEHICLE. I HAVE NEVER REPORTED THIS PROBLEM BECAUSE I JUST THOUGHT IT WAS A FREAK INCIDENT BUT NOW AS I'M HEARING MORE REPORTS ON SIMILAR ISSUES I THOUGHT IT WOULD BE HELPFUL FOR OTHER PEOPLE TO KNOW OF THIS INCIDENT AS WELL. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10101710
Date of Incident: 20040520
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PRAIRIEVILLE, LA
NHTSA Summary:
WHILE DRIVING 20 MPH VEHICLE ACCELERATED UNCONTROLLABLY. CONSUMER APPLIED THE BRAKE PEDAL AND VEHICLE CONTINUED TO ACCELERATE. CONSUMER WAS UNABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND IT HIT A LADY, WHO SUSTAINED MAJOR INJURIES, AND WAS TRANSPORTED TO THE HOSPITAL BY AMBULANCE. VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. CONSUMER WAS INVOLVED IN FIVE DIFFERENT ACCIDENTS DUE TO SUDDEN ACCELERATION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074925
Date of Incident: 20040522
Vehicle: 2000 LEXUS LS400
Location of Incident: MINNETONKA, MN
NHTSA Summary:
THREE EVENTS OCCURRED WHERE MY 2000 LEXUS 400 ACCELERATED ON ITS OWN IN BEGINNING TO START MOVING BY RELEASING MY FOOT FROM THE BRAKE. THE FIRST INCIDENT OCCURED IN CANNON FALLS MN. WE HAD COME TO A STOP AT A STOP LIGHT

AND WHEN THE TRAFFIC STARTED MOVING I LIFTED MY TOE FROM THE BRAKE AND THE CAR LEAPED FORWARD -- I IMMEDIATELY SLAMMED ON THE BRAKE AGAIN SINCE MY TOE WAS STILL ON THE BRAKE. IT LURCHED SEVERAL TIMES AND THEN QUITE. I BARELY STOPPED IT BEFORE HITTING THE CAR IN FRONT OF ME. IT HAPPENED AGAIN THE SAME WAY SEVERAL WEEKS LATER BUT NOT AS VIOLENT. THE THIRD TIME HAPPENED AS I WAS BRINGING MY CAR INTO LEXUS TO DIAGNOSIS THE PROBLEM. THIS TIME IT VIOLENTLY LEAPT FORWARD CAUSING ME TO BRACE MYSELF ON THE STEERING WHEEL TO GET MORE LEVERAGE ON THE BRAKE. IT LURCHED FORWARD WHAT SEEMED TO BE IN JUMPS OF SIX INCHES TO A FOOT WITH ME PUSHING AS HARD AS I COULD ON THE BRAKE. FINALLY I HAD THE PRESENCE OF MIND TO SHIFT INTO NEUTRAL. AGAIN I BARELY WAS ABLE TO STOP IT BEFORE HITTING THE CAR IN FRONT OF ME. THIS IS A HIGHLY DANGEROUS CONDITION AND I HAVE TOLD LEXUS I WILL NOT DRIVE THE CAR AGAIN UNTIL IT IS FIXED. LEXUS IS LOOKING AT IT AND SO FAR CLAIMS THAT NOTHING IS WRONG. IF NOTHING CAN BE FOUND WITH THE DIAGNOSTICS. I AM WILLING TO LET NHTSA HAVE THE CAR FOR TESTING IF I CAN GET REPLACEMENT TRANSPORTATION DURING THE TESTING. NORM TALSOE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10073066
Date of Incident: 20040523
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: NORWOOD, MA
NHTSA Summary:
VEHICLE IS A NEW 2004 TOYOTA CAMRY LE WITH 190 MILES ON IT WHEN THE INCIDENT OCCURRED. I STARTED THE VEHICLE AND SHIFTED FROM PARK TO REVERSE WITHOUT TAKING MY FOOT OFF THE BRAKE. THE VEHICLE RAPIDLY ACCELERATED AND TRAVELLED ABOUT TWO CAR LENGHTS BEFORE I WAS ABLE TO STOP IT *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074152
Date of Incident: 20040524
Vehicle: 2003 TOYOTA TUNDRA
Location of Incident: SARASOTA, FL
NHTSA Summary:
CONSUMER APPLIED THE BRAKES AND VEHICLE WOULD SUDDENLY ACCELERATED ON ITS ON. CONSUMER PLACED BOTH FEET ON THE BRAKE PEDAL AND VEHICLE WOULD NOT STOP. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. HOWEVER, MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10075911
Date of Incident: 20040528
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: DURHAM, NC
NHTSA Summary:
WHILE DRIVING VEHICLE EXPERIENCED SUDDEN ACCELERATION. CONSUMER WAS APPROACHING A STOP SIGN WHEN THE VEHICLE SUDDENLY LUNGED FORWARD INTO AN

INTERSECTION. HOWEVER, CONSUMER APPLIED THE BRAKES AND VEHICLE CAME TO A STOP. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074511
Date of Incident: 20040529
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ATLANTIC BEACH, FL
NHTSA Summary:
AS WE WERE PULLING OUT OF OUR PARKING SPACE ON THIS DAY, OUR 2003 TOYOTA CAMRY SEEMED TO ACCELERATE WHILE THE BRAKE WAS PRESSED. IN TURN WE SLAMMED INTO A PARKED CAR WHICH THEN HIT ANOTHER CAR, THAT HIT ANOTHER CAR. LUCKILY NONE WAS CRITICALLY INJURED THOUGH SOME MINOR INJURIES OCCURRED TO MY WIFE UPON IMPACT. ALSO, EVER SINCE WE HAVE BOUGHT THE CAR IT HAS DONE THIS FROM TIME TO TIME OR WE HAVE HAD TROUBLE WITH THE BRAKES. UPON TAKING TO THE DEALERSHIP NUMEROUS TIMES, THEY ASSURED ME THAT NOTHING WAS WRONG WITH THE BRAKES OR ANYTHING ELSE. I FEEL THAT THIS NEEDS TO BE THOROUGHLY INVESTIGATED BEFORE SOMEONE IS KILLED OR CRITICALLY INJURED. IN MY EYES THIS IS A MAJOR SAFETY CONCERN. NOT TO MENTION THE DAMAGE THAT WAS DONE TO OUR CAR AND THE OTHER INNOCENT VICTIMS VEHICLES. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10075107
Date of Incident: 20040601
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: COLUMBUS, OH
NHTSA Summary:
1). SOON AFTER PURCHASE OF CAR, PROBABLY IN MAY OR JUNE OF 2002, I BEGAN TO PARK IN SPACE AT TARGET ON SAWMILL ROAD IN COLUMBUS, OHIO, WITH FOOT ON BRAKE PEDAL. CAR SUDDENLY SURGED FOWARD AND STRUCK THE REAR BUMPER OF PICKUP TRUCK. NO PERSONAL INJURIES OR DAMAGE TO CAR OR TRUCK. 2) ON 5-9-04 SURGE OCCURRED WHILE DRIVING SLOWLY, LOOKING AT CONDOMINIUMS, WITH FOOT ON BRAKE PEDAL. NO CRASH, NO INJURIES, NO DAMAGES TO CAR. 3.) ON 6-1-04, I ENTERED PARKING SPACE ON SIDE OF CVS PHARMACY, 1885 W HENDERSON RD., UPPER ARLINGTON, OH 43220, WITH FOOT ON BRAKE PEDAL. CAR SUDDENLY SURGED FORWARD EVEN WITH BRAKE APPLIED AND STRUCK CONCRETE COLUMN. NO INJURIES OR MECHANICAL DAMAGE, BUT FRONT BUMPER WAS DENTED AND SCRATCHED. TOOK CAR TO TANSKY SAWMILL TOYOTA, BUT THEY COULD NOT FIND OR DUPLICATE THE SURGE. THEY CHECKED THE BRAKES, AND THERE WERE NO PROBLEMS. SEE VOQ 10074942 (DUPLICATE) *DSY. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10097391
Date of Incident: 20040601
Vehicle: 2004 LEXUS RX330
Location of Incident: TUCSON, AZ
NHTSA Summary:

RE: SUPPLEMENT TO CONSUMER COMPLAINT #10091268 LEXUS RX 330 TRANSMISSION/THROTTLE PROBLEMS. *DF AUTOMATIC TRANSMISSION HESTIATES, HUNTS, SHIFTS INCONSISTENTLY, HANGS IN BETWEEN GEARS, DELAYES, ETC. THE THROTTLE DELAYS AT THE FIRST APPLICATION OF GAS AND THE RATE OF ACCELERATION SURGES UP AND DOWN UNEVENLY. DEALER COULD NOT FIND A PROBLEM. *TT

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10075632
Date of Incident: 20040603
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: COLUMBIA, IL
NHTSA Summary:
VEHICLE ACCELERATED UPON PARKING NEAR A STOP WITH FOOT OFF ACCELERATOR AND ON BRAKE PEDAL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105241
Date of Incident: 20040608
Vehicle: 2003 TOYOTA 4RUNNER
Location of Incident: BURLINGAME, CA
NHTSA Summary:
THE CONSUMER EXPERIENCED SUDDEN ACCELERATION ON 3 SEPARATE OCCASIONS. *JB *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10080317
Date of Incident: 20040608
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: WEST MIFFLIN, PA
NHTSA Summary:
WHILE BRAKING UPHILL RPMS ACCELERATED AT A HIGH RATE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10076212
Date of Incident: 20040614
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: HOLLYWOOD, FL
NHTSA Summary:
WHILE PULLING INSIDE OF A PARKING SPACE VEHICLE SUDDENLY ACCELERATED. CONSUMER WAS UNABLE TO MAINTAIN CONTROL OF THE VEHICLE. CONSUMER PLACED BOTH FEET ON THE BRAKES, BUT VEHICLE CONTINUED TO ACCELERATE. IT JUMPED A CURB, AND COLLIDED WITH A GLASS WINDOW INSIDE A STORE. UPON IMPACT, BOTH FRONTAL AIR BAGS DID NOT DEPLOY. HOWEVER, THERE WERE NO INJURIES. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10079287
Date of Incident: 20040615
Vehicle: 2000 TOYOTA CAMRY SOLARA
Location of Incident: SPRINGFIELD, VA
NHTSA Summary:
WHILE PULLING INSIDE OF A PARKING LOT, THE VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY WITHOUT WARNING. THE DRIVER WAS NOT ABLE TO MAINTAIN CONTROL OF THE VEHICLE. THE DRIVER PLACED BOTH FEET ON THE BRAKE PEDAL, BUT THE VEHICLE CONTINUED TO ACCELERATED INTO ANOTHER VEHICLE. BOTH FRONTAL AIR BAGS FAILED TO DEPLOY. THE DRIVER SUSTAINED HEAD AND NECK INJURIES AND WAS TRANSPORTED BY AMBULANCE TO THE HOSPITAL. THE VEHICLE WAS TOWED TO THE DEALER. PLEASE FILL IN ADDITIONAL INFORMATION. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10082261
Date of Incident: 20040616
Vehicle: 2002 LEXUS ES300
Location of Incident: NORTON, MA
NHTSA Summary:
WHEN BACKING OUT OF A PARKING SPACE THE CAR WENT INTO A HIGH ACCELERATION. I REAR ENDED TWO CARS THAT WERE DIRECTLY BEHIND ME. IF THERE WAS ANYONE WALKING BEHIND I WOULD HAVE KILLED THEM. I BELIEVE THERE IS A THROTTLE CONTROL PROBLEM. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10393437
Date of Incident: 20040616
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: WILTON, CA
NHTSA Summary:
1 MONTH AFTER PURCHASING THE TOYOTA THE HESSITATION ON ACCELERATION BEGAN. I HAD THE COMPUTER PROGRAM FLASHED NUMEROUS TIMES. THE DEALERSHIP CLAIMED THEY HAVE DONE ALL THEY COULD. ENTERING HIGHWAYS OR TURNING CORNERS THE CAR STALLED UNTILL THE THROTTLE GRABBED, AND THEN TOOK OFF. IT JOLTED THE BODY AND MADE DRIVING THE TOYOTA HIGHLANDER VERY DIFFICULT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10101543
Date of Incident: 20040620
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ALVIN, TX
NHTSA Summary:
WHILE APPLYING THE ACCELERATOR PEDAL, THE VEHICLE HESITATED TO ACCELERATE. AFTER APPLYING THE ACCELERATOR PEDAL NUMEROUS TIMES THE VEHICLE ACCELERATED UNCONTROLLADLY. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL

OF THE VEHICLE AND DROVE IT TO THE DEALER FOR INSPECTION. THE MECHANIC WAS NOT ABLE TO DUPLICATE THE PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063502
Date of Incident: 20040623
Vehicle: 2001 TOYOTA AVALON
Location of Incident: VAN NUYS, CA
NHTSA Summary:
INTERMITTENTLY AT A STOP VEHICLE SURGED. CONSUMER HAD TO PRESS HARD ON THE BRAKE PEDAL AND PUT VEHICLE INTO PARK TO STOP. *AK THE COSUMER STATED THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10082295
Date of Incident: 20040625
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: GREELEY, CO
NHTSA Summary:
THIS OCCURS ON A 2004 TOYOTA CAMRY WITH A 3.0L V6 AND A 5 SPEED AUTOMATIC TRANSMISSION. ON OCCASION WHEN SLOWING FROM A SPEED OF 20 MPH OR MORE, THE DRIVER PRESSES THE ACCELERATOR AND CAR HESITATES AND STUMBLES. BECAUSE OF NO RESPONSE, THE DRIVER WILL FLOOR THE ACCELERATOR. THERE WILL BE A 1-2 SECOND DELAY AND THEN THE ENGINE WILL RACE TO 5000 RPM AND THE CAR WILL TAKE OFF. DEALER HAS LOOKED AT THE CAR TWICE AND SAYS THERE IS NOTHING WRONG. TOYOTA AND THE DEALER STATE THAT THE CAR IS OPERATING AS DESIGNED AND THIS DELAY IS NORMAL FOR THIS CAR. IF IT IS NORMAL, WHY DOESN'T IT DO IT ALL THE TIME? *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10080299
Date of Incident: 20040628
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LANHAM, MD
NHTSA Summary:
THE CONSUMER STATED THE VEHICLE SURGED FORWARD EVEN WHEN THE HER FOOT WAS ON THE BREAK. THE BREAK PEDAL WENT ALL THE WAY TO THE FLOOR, WHEN APPLIED. PROVIDE FURTHER DETAILS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10080267
Date of Incident: 20040629
Vehicle: 2003 TOYOTA MATRIX
Location of Incident: CASTLETON, VT
NHTSA Summary:

WHILE DRIVING THE VEHICLE ACCELERATED WITHOUT WARNING. AS A RESULT THE CONSUMER HAD TO DODGE A VEHICLE AND DROVE INTO A CORN FIELD. THE CAUSE HAS NOT BEEN DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10083730
Date of Incident: 20040701
Vehicle: 2000 LEXUS RX300
Location of Incident: PITTSBURGH, PA
NHTSA Summary:
PROBLEMS WITH UNINTENDED ACCELERATION IN 2000 LEXUS 300 *MR WITHIN THREE MONTH OF THE CONSUMER TAKING DELIVERY OF THE VEHICLE THE CONSUMER EXPERIENCED THREE INCIDENTS OF SUDDEN ACCELERATION. THE VEHICLE WAS TAKEN TO THE DEALER BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE CONSUMER TRADED THE VEHICLE IN FOR A 2002 RX 300 AND HASN'T HAD ANY PROBLEMS. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094051
Date of Incident: 20040702
Vehicle: 2004 LEXUS ES330
Location of Incident: MCMURRAY, PA
NHTSA Summary:
WHEN APPLYING THE ACCELERATOR PEDAL VEHICLE HESITATED THEN SURGED FORWARD. CONSUMER WAS CONCERNED THAT HE WILL BE REAR ENDED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10082834
Date of Incident: 20040702
Vehicle: 2001 LEXUS RX300
Location of Incident: THE WOODLANDS, TX
NHTSA Summary:
TWO (2) INCIDENTS OF SUDDEN ACCELERATION BY THE VEHICLE - THE DEALER WAS NOT AWARE OF ANY SIMILAR ISSUES. I WAS NOT AWARE THAT NHTSA WAS CONDUCTING AN INVESTIGATION INTO SIMILAR OCCURRENCES WITH OTHER TOYOTA/LEXUS VEHICLES.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296598
Date of Incident: 20040707
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: ROSEVILLE, CA
NHTSA Summary:
UNINTENTIONAL ACCELERATION OF 2002 TOYOTA CAMRY LE MODEL WITH STABILITY CONTROL. (THIS CAR WAS MANUFACTURED IN THE US AND PURCHASED IN FOLSOM, CA IN MARCH 2002. WITHIN THE FIRST TWO YEARS THE CAR EXPERIENCED TWO CASES OF UNINTENTIONAL ACCELERATION. FORTUNATELY, SPEEDS WERE LOW AS THE CAR WAS

IN THE PROCESS OF STOPPING. BOTH TIMES THE ENGINE SUDDENLY RACED AND THE VEHICLE WOULD NOT STOP. THE DEALER SAID IT WAS NOT AWARE OF ANY PROBLEMS AND IT MUST BE THE WAY THE CAR WAS DRIVEN. THE SECOND TIME THE DEALER CHECKED THE SYSTEMS AND COULD FIND NOTHING. THE PROBLEMS HAS NOT RECURRED. THERE IS THE POSSIBILITY OF A PROBLEM IN THE SOFTWARE THAT MAY HAVE BEEN CORRECTED WITHOUT OUR KNOWLEDGE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10093071
Date of Incident: 20040707
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BOWIE, MD
NHTSA Summary:
ON SATURDAY, JULY 7, 2004, I DROVE THE 2002 TOYOTA CAMRY IN BOWIE, MARYLAND HEADING SOUTH ON ROUTE 197, LAUREL-BOWIE ROAD. WHILE GOING UP A HILL, AT APPROXIMATELY 65 MPH, I PRESSED ON THE ACCELERATOR PEDAL. IMMEDIATELY, I LOST CONTROL OF THE CAR, AS IT SWERVED FIRST TO THE LEFT. HOWEVER, A CAR WAS TO MY LEFT, AND TO AVOID HITTING IT, I STEERED THE CAR RIGHT, TOWARDS THE CURB. FORTUNATELY I DID NOT HIT THE CAR. AS I STEERED TOWARDS THE RIGHT, THE CAR SPED AHEAD OF ME, AND I TRIED STEERING BACK TOWARDS THE LEFT TO AVOID THE CURB. TO CREATE FRICTION TO STOP THE CAR, I MADE A BIG ARC AND CROSSED FOUR LANES TO THE LEFT, WITH THE CAR FINALLY FACING NORTHBOUND. AFTER MAKING SURE NO CARS WERE COMING IN EITHER DIRECTION OF THE ROAD, I MADE A U-TURN AND HEADED STRAIGHT TO MY HOUSE (~2 MILES AWAY). *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10081741
Date of Incident: 20040710
Vehicle: 2001 TOYOTA HIGHLANDER
Location of Incident: DRUMRIGHT, OK
NHTSA Summary:
WHILE DRIVING AT 10 MPH AND MOVING INTO A PARKING SPACE VEHICLE ACCELERATED AND SURGED AHEAD. THERE WERE NO INJURIES OR A COLLISION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10081736
Date of Incident: 20040712
Vehicle: 2003 TOYOTA AVALON
Location of Incident: TEHACHAPI, CA
NHTSA Summary:
WHILE PULLING INSIDE OF A PARKING SPACE VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE BY PLACING BOTH FEET ON THE BRAKE PEDAL, BUT VEHICLE CONTINUED TO ACCELERATED. CONSUMER TURNED OFF THE VEHICLE IN ORDER TO STOP. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10128540
Date of Incident: 20040722
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: SAN JUAN CAPISTRANO, CA
NHTSA Summary:
OUR CAR IS A 2002 TOYOTA CAMRY LE WITH THE 4-CYLINDER ENGINE, AUTOMATIC TRANSMISSION, AND CRUISE CONTROL BUT IT DOES NOT HAVE ABS. I PURCHASED THE CAR FROM THE ORIGINAL OWNER IN OCTOBER 2003 AND, AT THE TIME OF THE ACCIDENT, HAD ABOUT 35,000 MILES ON IT. BASED ON THE ORIGINAL OWNER+├─-├ç-├ôS RECORDS AND MY OWN, NO ELECTRICAL WORK HAD EVER BEEN DONE ON THE CAR AND THE BATTERY WAS THE ORIGINAL. THE ACCIDENT OCCURRED ON JULY 22, 2004 IN MISSION VIEJO, CALIFORNIA IN BROAD DAYLIGHT AND IN CLEAR WEATHER. COLLEEN WAS ALONE IN THE CAR AND WAS NOT HURT. THE AIR BAG DID NOT DEPLOY. THERE WAS ABOUT $3,500 IN DAMAGE. THE ACCIDENT OCCURRED AS MY WIFE WAS PARKING THE CAR WHEN SHE ARRIVED AT HER DOCTOR+├─-├ç-├ôS OFFICE FOR AN APPOINTMENT AS SHE MADE A LEFT TURN INTO A PARKING STALL, SHE SLOWED TO ALMOST A STOP HALF WAY INTO THE PARKING SPACE. THE GEAR LEVER WAS IN THE NORMAL DRIVE POSITION AND HER FOOT WAS ON THE BRAKE. SUDDENLY, THE CAR LURCHED FORWARD JUMPING OVER THE CEMENT PARKING SPACE BUMPER, OVER THE CURB AT THE END OF THE PARKING SPACE, AND SQUARELY INTO A BLOCK WALL JUST A FOOT BEYOND THE CURB. THE SURGE IN ACCELERATION MUST HAVE LASTED LESS THAN A SECOND SINCE THE TOTAL DISTANCE TRAVELED WAS ONLY ABOUT 6 TO 8 FEET AND YET RESULTED IN $3,500 DAMAGE. MY WIFE WAS REALLY SHAKEN BY THE INCIDENT AND HAS DRIVEN VERY LITTLE EVER SINCE. SHE SWORE HER FOOT WAS ON THE BRAKE ALL THE TIME. LATER, HOWEVER, SINCE THERE SEEMED TO BE NO OTHER POSSIBLE CAUSE, SHE CONVINCED HERSELF THAT HER FOOT MUST HAVE SLIPPED OFF THE BRAKE AND ONTO THE ACCELERATOR. EVENTUALLY, SHE ACCEPTED BLAME FOR THE ACCIDENT AND, AS A RESULT, OUR INSURANCE COMPANY RAISED OUR RATES CONSIDERABLY. AFTER THE CAR WAS REPAIRED, I TOOK IT TO A TOYOTA DEALER AND TOLD THEM ABOUT THE ACCIDENT. I ASKED THEM TO CHECK FOR ANY PROBLEMS WITH THE ACCELERATOR AND THEY FOUND EVERYTHING OPERATING +├─-├ç┬ôNORMALLY+├─-├ç┬Ñ NO PROBLEMS WERE EVER IDENTIFIED WITH THE TRANSMISSION OR THE ACCELERATOR.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10089355
Date of Incident: 20040722
Vehicle: 2002 TOYOTA CAMRY SOLARA
Location of Incident: HOUSTON, TX
NHTSA Summary:
WHILE PULLING INTO A PARKING SPACE THE VEHICLE ACCELERATED SUDDENLY ALTHOUGH THE CONSUMER'S FOOT WAS STILL ON THE BRAKE PEDAL. THE VEHICLE JUMPED THE CURB AND CAME WITHIN 6 INCHES OF A STOREFRONT. THE VEHICLE WAS TOWED TO THE DEALER AND INSPECTED BY A REGIONAL REPRESENTATIVE. THE REPRESENTATIVE INDICATED THAT NOTHING WAS WRONG WITH THE VEHICLE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10082667
Date of Incident: 20040725
Vehicle: 2003 LEXUS ES300
Location of Incident: BUFFALO GROVE, IL

NHTSA Summary:
ONGOING AND WORSENING LACK OF ACCELLERATION PREDICTABILITY. CAR WILL HESITATE ESPECIALLY WHEN POWER IS REQUIRED (SUCH AS MERGING TRAFFIC, LEFT TURNS, ETC). AUTOMATIC RANSMISSION SOUNDS LIKE IT DELAYS ENGAGING WHEN NECESSARY.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10098451
Date of Incident: 20040801
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: NASHVILLE, TN
NHTSA Summary:
THIS COMPLAINT IS REGARDING A PROBLEM WITH ACCELERATION THAT I HAVE BEEN EXPERIENCING WITH MY 2004 TOYOTA CAMRY V6. AFTER APPLYING THE ACCELERATOR PEDAL, THE ENGINE HESITATES FOR A COUPLE OF SECONDS BEFORE RESPONDING ABRUPTLY. I PURCHASED THE CAR NEW ABOUT SIX MONTHS AGO, BUT THE ACCELERATION TROUBLE DID NOT BEGIN UNTIL AFTER I HAD BEEN DRIVING IT FOR ABOUT THREE MONTHS. WHEN I BROUGHT THE CAR IN FOR INSPECTION BY THE DEALERSHIP AFTER THE PROBLEM BEGAN, I WAS SIMPLY TOLD THAT THE COMPUTER HAD NOT FOUND ANYTHING. SINCE THEN, THE PROBLEM HAS GOTTEN WORSE AND I HAVE BECOME INCREASINGLY RELUCTANT TO DRIVE THE CAR.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10088407
Date of Incident: 20040801
Vehicle: 2004 LEXUS ES330
Location of Incident: LONG VALLEY, NJ
NHTSA Summary:
AT MOST SPPEDS, ESPECIALLY WHEN STOPPED OR AT SPEEDS BELOW 40 MPH, MY LEXUS ES330 HAS A SEVERE HESITATION/ACCELERATION DELAY THAT WHEN DEPRESSING THE ACCELERATOR PEDAL, ACCELERATION IS DELAYED AT LEAST 1.5 SECONDS, IS UNPREDICTABLE AND COMPROMISES SAFETY AND PLACES THE DRIVER AT RISK IN MOST DAY TO DAY DRIVING SCENARIOS. IT IS ALSO IMPOSSIBLE TO MATCH THE SPEED OF A VEHICLE IN FRONT WHEN IN BUMPER TO BUMPER TRAFFIC. WHEN THE ACCELERATOR PEDAL IS PRESSED, THE ES330 WILL CONTINUE TO ROLL FORWARD FOR A FEW SECONDS THEN ACCELERATE. IT WILL NOT "CREEP" AT THE SPEED OF TRAFFIC. I AM TOLD BY LEXUS THAT THIS IS NORMAL AND IS INHERINT IN THE VEHICLE DESIGN. IF THIS IS TRUE, ONE WOULD THINK THIS DESIGN FLAW WILL SOON ECLIPSE THE FIRESTONE/FORD EXPLORER INJURIES OF THE PAST.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10112463
Date of Incident: 20040801
Vehicle: 2004 LEXUS ES330
Location of Incident: PALATINE, IL
NHTSA Summary:
I OWN A LEXUS 2004 ES 330, PURCHASED NEW. FROM DAY ONE THERE HAS BEEN A HESITATION IN ACCELERATION. THIS HAS PUT ME IN POSSIBLE DANGER MANY MANY TIMES. IN TALKING WITH THE DEALER, THEY WERE/ARE AWARE OF THIS PROBLEM AND

SAID IT IS A SOFTWARE PROBLEM THAT THEY HOPE WILL BE FIXED. NOTHING TO DATE. I HAVE COMPLAINED ABOUT THIS NUMEROUS TIMES AND THEY AGREE THAT THIS COULD BE A VERY DANGEROUS SITUATION, AND THAT ALL THE ES 330S HAVE THIS PROBLEM. UNFORTUNATELY, LEXUS HAS NOT TAKEN THE TIME OR WANTED TO SPEND THE MONEY TO FIX THIS. THE DANGER IS REAL. CAN YOU HELP? THANKS. JANE ROBINS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10086830
Date of Incident: 20040801
Vehicle: 2001 LEXUS RX300
Location of Incident: CHESTER, NJ
NHTSA Summary:
THROTTLE STUCK WIDE OPEN FOLLOWING ROUTINE ACCELERATION GOING UP HILL. ENGINE CONTINUED AT HIGH REVS. CONTROL AND BRAKING WERE DIFFICULT AS ENGINE RACED UNCONTROLLABLY. VEHICLE STOPPED BY EXITING INTO PARKING LOT AND BEING PUT IN PARK *AK. AFTER 1 HOUR WHEN VEHICLE RESTARTED ENGINE IMMEDIATELY RED LINED. IT DID THE SAME THE FOLLOWING DAY AND AT DEALER AFTER BEING TOWED IN. DIAGNOSIS FROM DEALER- THROTTLE CONTROL BODY STUCK. FORTUNATELY DRIVER DEALT WITH POTENTIALLY FATAL SITUATION WITHOUT INJURY OR DAMAGE. MANUFACTURER UNWILLING TO DISCLOSE SIMILAR EPISODES
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10086362
Date of Incident: 20040805
Vehicle: 2001 TOYOTA CELICA
Location of Incident: WATERBURY, CT
NHTSA Summary:
AFTER ONLY 32000 MILES, I HAD A SUDDEN AND SEVERE LOSS OF POWER IN ENGINE ALMOST LEADING TO STALLING. THE ENGINE WENT TO HIGH REVVING. ABOUT 8K RPMS AND A BURNING OIL SMELL. WITH THIS, CLIMBING HILLS, EVASIVE MANUEVERS, AND OTHER ACCELERATION ISSUES ALMOST CAUSED CRASHES BECAUSE THEY WERE SO SUYDDEN AND SEVERE. THE DEALER SIAD THE CLUTCH WAS BURNT, BUT IT WAS SO SUDDEN AND WITHOUT ANY WARNING. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10091195
Date of Incident: 20040808
Vehicle: 2002 LEXUS ES300
Location of Incident: WHITESTONE, NY
NHTSA Summary:
IN AUGUST I WENT TO PARK MY CAR (2002 ES300) IN MY DRIVEWAY WHEN ALL OF A SUDDEN IT PICKED UP SPEED, CRASHING THROUGH MY BRAND NEW FENCE AND SIDE PORCH. IT MUST BE NOTED THAT I HAD MY FOOT ON THE BRAKE. THE CAR WAS STOPPED AND ALL OF A SUDDEN IT TOOK OFF ON ME. MY FOOT NEVER MOVED OFF THE BRAKE THE WHOLE TIME; THE CAR CAME TO A STOP WHEN IT HIT THE PORCH. THE DAY BEFORE I WAS DRIVING WITH MY MOM AND AS I STARTED TO SLOW THE CAR DOWN B/C I WAS COMING TO A STOP SIGN. THE CAR ALL OF A SUDDEN PICKED UP SPEED, BUT THANKFULLY AT THAT TIME I HAD TIME TO PRESS THE BRAKES DOWN HARDER AND

STOP THE CAR WHEN I PARK MY CAR IN THE DRIVEWAY IT IS ONLY A COUPLE OF INCHES FROM THE GATE AND FROM THE GATE IT IS ABOUT 2-3 FEET TO THE PORCH SO THERE WAS NO WAY TO AVOID THIS ACCIDENT. WHEN LEXUS INSPECTED THE CAR THEY FOUND NOTHING WRONG WITH THE DBW (ELECTRONIC THROTTLE CONTROL). I FIND THIS TO BE A COVERUP OF SOME SORTS B/C I'VE BEEN DRIVING FOR YEARS AND NEVER HAD THIS HAPPEN TO ME BEFORE. I KNOW FIRST HAND THAT IS IS NOT A DRIVER ERROR IT IS A MANUFACTOR'S DEFECT. I KNOW IT WENT INTO INVESTIGATIONS AND THEY ARE NOT RECALLING THE CARS B/C THERE WAS NOT ENOUGH EVIDENCE THAT THIS REALLY HAPPENS. SINCE I'VE BEEN BRINGING THIS ISSUE TO LIGHT I RECENTLY FOUND OUT THAT THE SAME THING HAPPENED TO MY HUSBAND'S FRIEND'S WIFE LAST YEAR. HER CAR TOOK OFF ON HER AND WENT THROUGH HER GARAGE. THIS IS VERY DANGEROUS AND I DO NOT FEEL SAFE DRIVING MY CAR. I FEEL THAT LEXUS IS REALLY IN A POSITION WHERE THEY DON'T HAVE TO DO ANYTHING BECAUSE THE NHTSA DEEMED THERE WAS NOTHING WRONG WITH THE CAR CAUSING THE UNINTENDED ACCELERATION. BOTH THE DEALERSHIP AND MANUFACTURER DID NOT WANT TO TAKE ANY RESPONSIBLITY WHAT SO EVER FOR THIS INCIDENT. THEY WERE VERY HELPFUL WHEN I PURCHASED THE CAR BUT WIPED THERE HANDS OF ANY PROBLEMS WITH THE VEHICLE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10087404
Date of Incident: 20040809
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PARIS, KY
NHTSA Summary:
WHILE PARKING THE VEHICLE SUDDENLY ACCELERATED. WHEN THE VEHICLE WAS FINALLY PARKED AND THE CONSUMER'S FOOT WAS OFF THE ACCELERATOR AND ON THE BRAKE THE VEHICLE JUMPED OVER PARKING BUMP AND HIT A POST. THE DRIVER HAD NO CONTROL ON THE VEHICLE. DEALERSHIP WAS NOTIFIED. *AK THE VEHICLE SUSTAINED FRONT END DAMAGE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10089673
Date of Incident: 20040809
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WHEATON, MD
NHTSA Summary:
WHILE APPLYING THE ACCELERATOR PEDAL VEHICLE ACCELERATED UNCONTROLLABLY. CONSUMER WAS NOT ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND COLLIDED WITH THE VEHICLE IN FRONT. UPON IMPACT,BOTH FRONTAL AIR BAGS FAILED TO DEPLOY. DRIVER SUSTAINED MINOR INJURIES, AND WAS TRANSPORTED TO THE HOSPITAL BY AN AMBULANCE. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10087644
Date of Incident: 20040809
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: SAVAGE, MD

NHTSA Summary:
DRIVER'S DOOR HANDLE STUCK WHILE DRIVER TRIED TO OPEN THE DOOR. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. ALSO, WHILE APPLYING THE ACCELERATOR PEDAL VEHICLE HESITATED AND STALLED. CONSUMER RESTARTED THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION, BUT MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10107209
Date of Incident: 20040809
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: JACKSON, MI
NHTSA Summary:
WHILE BACKING OUT OF A PARKING SPACE ACCELERATOR STUCK, CAUSING CONSUMER'S VEHICLE TO STRIKE ANOTHER VEHICLE. THE MANUFACTURER FOUND NO DEFECTS.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10104409
Date of Incident: 20040810
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: BRANDON, FL
NHTSA Summary:
MY 2004 TOYOTA HIGHLANDER MAKES A TERRIBLE HUMMING / MOANING SOUND ON ACCELERATION THAT RESONATES WITHIN THE VEHICLES AND DISTURBS THE DRIVER. THE PROBLEM TYPICALLY OCCURS DURING SPEEDING UP FROM 0 MPH. IT IS TERRIBLY FRUSTRATING THAT A BRAND NEW CAR MAKES SUCH A ANNOYING SOUND. IT IS ALSO HESITATES A LOT DURING 20-40 MPH SPEED RANGE. THE VEHICLE DOES NOT RESPOND AS IT SUPPOSED TO ON ACCELERATION AND THAT TOO SPECIALLY WHILE DRIVING WITHIN THE CITY. ON CANTACTING THE DEALER AND TOYOTA'S NATIONAL CUSTOMER SERVICE THAY SAID IT IS DESIGNED TO BE LIKE THAT AND THE HESITATION IS A BY-PRODUCT OF COMPUTER CONTROLLED AUTOMATIC TRANSMISSION. CURRENTLY THERE IS NO FIX FOR THIS. I AM TERRIBLY FRUSTRATED NOW AND PROMISE TO NEVER BUY ANY VEHICLE FROM TOYOTA IN FUTURE. I WOULD ALSO MAKE SURE THAT MY FRIENDS AND RELATIVES DOES NOT GO NEAR A TOYOTA DEALER. I AM DESPERATE IN GETTING RID OF THIS VEHICLE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10088430
Date of Incident: 20040812
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: COOS BAY, OR
NHTSA Summary:
CAR HAS AN UNACCEPTABLE LAG WHEN ACCELERATING. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10086821

Date of Incident: 20040813
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WHITING, NJ
NHTSA Summary:
ONGOING PROBLEM WITH APLPLICATION OF BRAKES AND CAR ACCELERATING FORWARD. INCIDENTS ON 7/9/04 & 8/13/04 INCIDENTS HAVE BEEN REPORTED BEFORE TO NHTSA ON 4/23/04 REFFERENCE#10071432.TOOK CAR TO DEALER. TOYOTA REP AND SERVICEMAN COUND NOT FIND PROBLEM. HAS OFFERED O TAKE CAR IN FOR 1 WEEK AND HAVE TECHS DRIVE. THIS IS 5 INCIDENT ASKED TOYOTA TO SWAP CAR FOR OR TRADE FOR OTHER CAR WAS INFORMED MY CAR HAD PROBLEM AND WAS NOT POSSIBLE AT THIS TIME THIS CAR HAS PROBLEM WITH ETS AND IT IS TIME FOR TOYOTA TO DO SOMETHING IAM NOT IN THIS FOR GAIN JUST WANT THE PROBLEM SOLVED OR CAR SWAPPED FOR EQIVALENT I HAVE EXHAUSTED ALL MEANS FOR A RESOLUTION AND FEEL I NEED ARBITRACTION FROM TOYOTA.HEARING THAT THIS CAR HAS NO PROBLEM IS OLD AND WOULD APPRECIATE ANY ASSISTANCE IN THIS MATTER. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10281114
Date of Incident: 20040817
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: ORANGE, CA
NHTSA Summary:
TIME & PLACE OF ACCIDENT 9:30A.M. 8-17-09 TOLL BROTHERS IRONWOOD MODEL/SALES OFFICE PARKING LOT 18120 WATSON WAY YORBA LINDA CA 92886. PLACE OF EMPLOYMENT. AFTER ENTERING SALES MODELS PARKING LOT FROM WATSON WAY, I WAS BRAKING AT APPROXIMATELY 5MPH SLOWING TO PARK NEXT TO HANDICAPPED PARKING SPACE. SUDDENLY I NOTED ENGINE RPM'S ACCELERATING RAPIDLY I TRIED TO SHIFT AUTO IN TO PARK POSITION AS THE AUTO JUMPED CEMENT ABUTMENTS STOPS, VEERED RIGHT (NORTH) DOWN SIDEWALK KNOCKING DOWN SMALL TREE IN LANDSCAPED AREA. VEERED TOWARDS DRIVERS SIDE OF RED JEEP WAGON, CORRECTED TOWARDS WALKWAY (WEST) AND SWIPED DRIVERS SIDE FRONT BUMPER OF RED JEEP TOYOTA CAME TO STOP AFTER HITTING AND BECOMING IMPALED ON TOP OF STAIRWELL WALLS IN FRONT OF JEEP. I WAS TRANSPORTED TO CHAPMAN MEDICAL CENTER IN ORANGE CA BY SETH RING SENIOR PROJECT MANAGER FOR TOLL BROTHERS AND WAS CHECKED FOR MUSCLE STRAIN LEFT FOREARM OVER ALL O.K. AIR BAG DID NOT DEPLOY. SKID MARKS NOTED DOWN SIDEWALK FROM PARKING SPACE TO STOPPING POINT AT STAIRWELL. AWAITING CLAIMS ADJUSTMENT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10089082
Date of Incident: 20040817
Vehicle: 2001 LEXUS RX300
Location of Incident: CHESTER, NJ
NHTSA Summary:
CONSUMER'S SON WAS DRIVING VEHICLE ON AUGUST 3, 2004 AT 25 MPH UPHILL WHEN SUDDENLY THE ACCELERATOR STUCK. VEHICLE RED LINED UP THE HILL, AND WHEN IT REACHED THE TOP OF THE HILL, THE MOTOR WAS STILL RACING. CONSUMER'S SON MANAGED TO GET THE VEHICLE ON THE SIDE OF THE ROAD, AND CUT THE VEHICLE OFF. IT WAS WITNESSED BY POLICE OFFICER,WHO WAS AT THE TOP OF THE HILL. THEN POLICE OFFICER ASKED CONSUMER'S SON TO RESTART THE VEHICLE, AND THE MOTOR IMMEDIATELY BEGUN TO RACE, RED LINING AGAIN. HE WAS THEN ASKED TO TURN THE VEHICLE OFF, ALLOWING IT TO COOL DOWN. THEN, THE TOW TRUCK WAS CALLED BY THE POLICE OFFICER. WHEN THE TOW TRUCK ARRIVED ON THE SCENE CONSUMER'S SON WAS AGAIN ASKED TO RESTART THE VEHICLE, AND VEHICLE REPEATED THE SAME THING, IT RED LINED. THE VEHICLE WAS TURNED OFF, AND TOWED TO A LEXUS DEALER. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10089199
Date of Incident: 20040818
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: UKIAH, CA
NHTSA Summary:
THE DRIVER WAS PULLING INSIDE OF THE DRIVEWAYAND VEHICLE SUDDENLY ACCELERATED. CONSUMER APPLIED BOTH FEET ON THE BRAKE PEDAL IN ORDER TO STOP, AND VEHICLE CONTINUED TO ACCELERATE INTO THE GARAGE WALL. CONSUMER WAS NOT INJURED. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR INSPECTION, AND MECHANIC STATED THAT THE PROBLEM COULD NOT BE DUPLICATED. CONSUMER INFORMED THE MECHANIC THIS PROBLEM OCCURRED MORE THAN ONCE, AND HAD NOT BEEN RESOLVED. MECHANIC INFORMED CONSUMER THAT A REPRESENTATIVE WOULD COME DOWN TO INSPECT THIS VEHICLE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113040
Date of Incident: 20040819
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WESTBURY, NY
NHTSA Summary:
VEHICLE IS EXPERIENCING A PROBLEM WITH SUDDEN ACCELERATION. OWNER WAS DRIVING DOWN THE ROAD AT APPROXIMATELY 45 MPH WHEN THE OWNER APPLIED THE BRAKES , THE VEHICLE BEGAN TO ACCELERATE WITHOUT WARNING. THE OWNER HAD TO TURN OFF THE ENGINE, IN ORDER TO STOP THE VEHICLE. PROVIDE FURTHER DETAILS. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10088657
Date of Incident: 20040826
Vehicle: 2003 TOYOTA HIGHLANDER
Location of Incident: MILL VALLEY, CA
NHTSA Summary:
MY 2003 TOYOTA HIGHLANDER ACCELERATED AT A HIGH RATE OF SPEED WHILE THE BRAKE WAS FULLY APPLIED AS I TURNED INTO A PARKING SPOT. LUCKILY, IT HAPPENED WHEN I WAS 60% OR SO INTO THE SPACE, AS I ONLY ACCELERATED INTO A BRICK WALL, NOT ANOTHER CAR OR PERSON. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10092195
Date of Incident: 20040901

Vehicle: 2001 TOYOTA COROLLA
Location of Incident: BRONX, NY
NHTSA Summary:
WHILE DRIVING DOWN AN INCLINE, THE VEHICLE SUDDENLY ACCELERATED. *JB THE VEHICLE WAS TAKEN TO THE DEALER BUT THEY WERE UNABLE DETERMINE THE CAUSE *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10106940
Date of Incident: 20040902
Vehicle: 2004 LEXUS ES330
Location of Incident: PALM BEACH GARDENS, FL
NHTSA Summary:
VEHICLE SURGED WHEN CRUISE CONTROL WAS ENGAGED AT 60 MPH. IT SURGED UP TO 80 MPH. IT FELT LIKE IT WAS GOING DOWN HILL. DEALER COULD NOT DUPLICATE THE PROBLEM. ALSO, TRANSMISSION HESITATED AT 0-20 MPH, IT ALSO JERKED. *AK......LEXUS HAS ADMITTED THE PROBLEM, BUT MAINTAINED THAT VEHICLE DROVE AS DESIGNED. HESITATION PROBLEM EXPERIENCED BY MANY LEXUS ES330 CAR VEHICLE HESITATION, THEN WILL LURCH FORWARD WHEN ACCELERATING A TLOW SPEEDS. LEXUS HAS ADMITTED THE PROBLEM, BUT INSISTED VEHICLE DROVE AS DESIGNED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10092244
Date of Incident: 20040909
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CHARLOTTESVILLE, VA
NHTSA Summary:
THE ACCELERATOR ON THE VEHICLE BECAME STUCK. THE PEDAL LEFT THE FOOT AND THE BRAKE WAS NOT RESPONDING. THE CONSUMER THEN TRIED TO JUMP ON THE ACCELERATOR HOPING TO LOOSEN IT. INSTEAD, THE VEHICLE BEGAN TO ACCELERATE AND THE CONSUMER HAD TO TURN THE KEY OFF BEFORE THE VEHICLE WOULD STOP. THE CONSUMER CRASHED INTO AN EARTH BANK. PROVIDE FURTHER DETAILS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094284
Date of Incident: 20040909
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LOMITA, CA
NHTSA Summary:
WHILE PARKING VEHICLE ACCELERATED AND CRASHED INTO A WALL. UPON IMPACT, AIR BAGS DID NOT DEPLOY. NO INJURIES REPORTED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10096389
Date of Incident: 20040909
Vehicle: 2003 LEXUS LX470
Location of Incident: DENNIS, MA

NHTSA Summary:
(1) CAR WAS NEARLY NEW, ONLY 400 MILES, NO ABNORMAL BEHAVIOR UP TO THAT POINT. (2) WHILE SHIFTING INTO PARK AS PART OF THE PROCESS OF PARKING, AND WITH NO PRESSURE ON ACCELLERATOR, CAR SUDDENLY LURCHED FORWARD, STRIKING CONCRETE STANCHEON OF PARKING LOT LIGHT POLE. THIS RESULTED IN DAMAGE TO THE FRONT BUMPER, FRAME, RIGHT QUARTER-PANEL, RIGHT HEADLIGHT ASSEMBLY, CAUSING OVER $4,000 IN REPAIR COSTS. (3) ABOVE PROBLEMS WERE REPAIRED BY A DEALER-APPROVED AUTO BODY SHOP. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10091231
Date of Incident: 20040910
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: WHITTIER, CA
NHTSA Summary:
HESITATION ON ACCELERATION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10115832
Date of Incident: 20040915
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: ATLANTA, GA
NHTSA Summary:
CONSUMER COMPLAINED ABOUT AN ACCELERATION PROBLEM. WHILE DRIVING AT APPROXIMATELY 35 MPH DRIVER WOULD STEP ON THE ACCELERATOR AND THE VEHICLE WOULD BEGAN TO HESITATE. THEN, THE SPEED WOULD CONTINUE TO DECREASE EVEN WHEN THE ACCELERATOR PEDAL WAS PUSHED DOWN TO THE FLOOR. THIS HAPPENED WITHOUT WARNING. OWNER CONTACTED THE MANUFACTURER AND THE DEALER. THE DEALER HAS HAD THE VEHICLE FOR A MONTH. HOWEVER, THEY WERE UNABLE TO DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10125692
Date of Incident: 20040915
Vehicle: 2005 TOYOTA CAMRY SOLARA
Location of Incident: FORT MEYERS, FL
NHTSA Summary:
DT: THE SHIFTING MECHANISM IN THE VEHICLE DELAYS WHEN GOING AROUND THE CORNER. WHEN PUSHING ON THE ACCELERATOR TRANSMISSION HESITATED. THE VEHICLE HAS BEEN TO THE SERVICE DEPARTMENT 3 OR 4 TIMES. DEALERSHIP STATED IT WAS THE WAY THE VEHICLE WAS SUPPOSE TO WORK. COMPUTER WAS REPROGRAMMED ONCE. IT MADE IT A LITTLE BETTER, BUT DID NOT SOLVE THE PROBLEM. THE SERVICE DEPARTMENT STATED THERE WAS NO OTHER SOLUTION FOR THIS. THIS STARTED RIGHT AFTER THE VEHICLE WAS PURCHASED. IT HAPPENED MAINLY WHEN THE VEHICLE COASTED AND THE ACCELERATOR WAS PUSHED AFTERWARDS. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10097679
Date of Incident: 20040915
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BETHESDA, MD
NHTSA Summary:
UNEXPECTEDLY, WITHOUT PRESSING ON THE GAS PEDAL, CAR RAPIDLY ACCELERATED. *BF THE CONSUMER STATED HE HIT A BUILDING AND THE AIR BAG DID NOT DEPLOY. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10170539
Date of Incident: 20040919
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: LARGO, FL
NHTSA Summary:
THROTTLE LAG AT LOW SPEED AND FROM STOP IS INCONSISTANT AND HAS BEEN THE CAUSE FOR SEVERAL CLOSE CALLS WHEN PULLING INTO TRAFFIC. MANUFACTURER WAS INFORMED. DEALER INVESTIGATED. STATES THIS IS NORMAL AND NOTHING CAN BE DONE, THAT LAG IS "ACCEPTABLE". SOME INSTANCES HAVE BEEN SEVERAL SECONDS BEFORE ACTUAL THROTTLE RESPONSE. DRIVER HAS TO USE HARDER ACCELERATION TO COMPENSATE WHEN THIS HAPPENS. THIS IS A SAFTEY ISSUE THAT TOYOTA IS AWARE OF BUT DECLINES TO ADMIT IT IS A PROBLEM. DRIVER IS VERY CONCERNED THAT THIS ISSUE WILL BE CAUSE OF AN ACCIDENT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10099539
Date of Incident: 20040920
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: CAMPBELL, CA
NHTSA Summary:
WHEN DRIVING 30 MPH RPMS ACCELERATED TO 80 MPH. THIS CAUSED THE CONSUMER TO GO OFF THE SIDE OF THE ROAD, CAUSING DAMAGE TO THE VEHICLE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094159
Date of Incident: 20040920
Vehicle: 2004 TOYOTA RAV4
Location of Incident: HARTSELLE, AL
NHTSA Summary:
THE ACCELERATOR BECAME STUCK WHILE THE CONSUMER WAS DRIVING. THE CONSUMER WENT OVER A CURB AND FLATTENED HER TIRE. THIS IS THE SECOND INCIDENT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10093495

Date of Incident: 20040921
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ESCONDIDO, CA
NHTSA Summary:
WHILE BACKING OUT OF DRIVEWAY, WITH FOOT ON BRAKE PEDAL, I SHIFTED THE 2003 CAMRY FROM PARK INTO REVERSE. THE CAR IMMEDIATELY ACCELERATED BACKWARD AT HIGH SPEED OUT OF DRIVEWAY, CROSSED THE ROAD, AND CRASHED INTO A TREE. 3 PEOPLE IN CAR, NO INJURIES. SO FAR, ESTIMATED BODY DAMAGE IS ABOUT $8000, BUT UNDERCARRIAGE HAS YET TO BE INSPECTED. REASON FOR SUDDEN ACCELERATION IS UNKNOWN.AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10091416
Date of Incident: 20040928
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LA FOLLETTE, TN
NHTSA Summary:
WHEN THE GEAR WAS PLACED IN REVERSE, THE VEHICLE SUDDENLY ACCELERATED AND HIT A CONCRETE WALL. PLEASE PROVIDE FURTHER INFORMATION. *JB GAS PEDDLE STUCK AND BRAKES WOULD NOT HOLD THE CAR FROM MOVING. CONSUMER WAS INJURED AS A RESULT OF ACCIDENT. THE CONSUMER SPRAINED HER LEG AS A RESULT OF PUTTING SO MUCH FORCE ON THE BRAKE TRYING TO STOP THE VEHICLE. *TC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094573
Date of Incident: 20040928
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: PERTH AMBOY, NJ
NHTSA Summary:
WHEN APPLYING THE ACCELERATOR PEDAL VEHICLE HESITATED THEN SURGED FORWARD. CONSUMER WAS CONCERNED THAT THE VEHICLE WILL BE REAR ENDED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10109324
Date of Incident: 20040928
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: PERTH AMBOY, NJ
NHTSA Summary:
VEHICLE SUDDENLY EXPERIENCED A SURGE IN ACCELERATION. *BF THE CONSUMER STATED THE PROBLEM HAPPENED WHEN THE GAS PEDAL WAS APPLIED HARD. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10159364
Date of Incident: 20040928
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: SUGAR GROVE, IL
NHTSA Summary:

WHILE STOPPED AT AN INTERSECTION. THE ENGINE SUDDENLY AND UNEXPECTEDLY BEGAN TO REV UNCONTROLLABLY WITHOUT ANY INPUT FROM ME. DUE TO THE HIGH REVOLUTIONS OF THE ENGINE THE BRAKES WERE INCAPABLE OF PRVENTING THE CAR FROM MOVING FORWARD EVEN THOUGH THE BRAKE PETAL WAS FULLY DEPRESSED THE ONLY WAY TO PREVENT MY CAR FROM HITTING THE CAR IN FRONT OF ME WAS TO SHUT OFF THE ENGINE. TWO SUBSEQUENT ATTEMPTS TO RE-START THE ENGINE RESULTED IN A REPEAT OF THE OVER-REVVING SITUATION. ONLY AFTER THE THIRD ATTEMPT DID THE ENGINE RESUME NORMAL OPERATION. A PASSENGER IN THE CAR AT THE TIME VERIFIED THAT THE ACCELERATOR WAS NOT ENGAGED AT ANY TIME DURING THE INCIDENT. THE CAR WAS IMMEDIATELY DRIVEN TO THE DEALER WHO INSPECTED IT AND FOUND NO FAULT WITH THE ETC SYSTEM AND NO STORED CODES THAT WOULD VERIFY MY COMPLAINT. THE CAR WAS SUBSEQUENTLY RETURNED TO US AND WAS DRIVEN WITHOUT INCIDENT FOR THE NEXT NINETEEN MONTHS BEFORE THE PROBLEM ONCE AGAIN PRESENTED ITSELF. AS WE WERE PULLING INTO A PARKING SPACE WHILE MY FOOT WAS ON THE BRAKE PETAL THE ENGINE ONCE AGAIN BEGAN TO OVER-REV WITHOUT ANY INPUT FROM ME. AGAIN, THE PASSENGER IN THE CAR WHO HAD WITNESSED THE FIRST INCIDENT IMMEDIATELY LOOKED TO SEE IF THE ACCELERATOR WAS ACCIDENTALLY BEING DEPRESSED. IT WAS NOT. AGAIN, THE ONLY MEANS OF PREVENTING MY CAR FROM STRIKING THE VEHICLE IN FRONT OF ME WAS TO SHUT OFF THE ENGINE. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10094597
Date of Incident: 20040928
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: REDDING, CA
NHTSA Summary:
WHEN APPLYING THE ACCELERATOR PEDAL VEHICLE HESITATED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10138104
Date of Incident: 20040929
Vehicle: 2000 LEXUS LS400
Location of Incident: NORTH WOODMERE, NY
NHTSA Summary:
DT: THE CALLER SAID WHILE DRIVING 30 MPH THE VEHICLE ACCELERATED TO A FASTER SPEED VERY QUICKLY. THERE WAS AN ACCIDENT. THE CALLER SUSTAINED INJURIES. A POLICE REPORT WAS TAKEN. THE CALLER SAID THE VEHICLE WAS ACCELERATING WITHOUT WARNING FOR ABOUT A YEAR. THE CALLER CALLED THE MANUFACTURER THE DAY OF THE ACCIDENT AND TOLD THEM ABOUT THE PROBLEM. DEALER SAID THEY WOULD GET BACK TO HIM. HE WAS TOLD NOTHING WAS WRONG WITH THE CAR A FEW WEEKS BEFORE THE ACCIDENT. DEALER WAS CONTACTED AFTER THE ACCIDENT, AND THEY SAID THEY WILL SET UP AN APPOINTMENT TO FIND THE CAUSE OF THE PROBLEM ON SEPTEMBER 26, 2005 AT 8:00 AM. MANUFACTURER SAID THEY WOULD CALL IN TWO DAYS. THIS WAS BEFORE THE ACCIDENT. AFTER THE ACCIDENT THEY SAID THEY WOULD COME AND LOOK AT THE VEHICLE. THE CALLER SAID SHE CALLED MANUFACTURER AGAIN ON SEPTEMBER 27, 2005 AT 9:00 AM TO TELL THEM OF THE ACCIDENT. THEY SAID SOMEONE WOULD CALL BACK. ON SEPTEMBER 28, 2005 MANUFACTURER SAID IT WOULD TAKE SIX TO EIGHT WEEKS TO LOOK AT THE VEHICLE. THE CALLER TOLD THEM THEY WERE GOING TO SUE, AND THE MANUFACTURER SAID THEY WILL NOT COME TO LOOK AT THE VEHICLE. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10093384
Date of Incident: 20040930
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: MCKINNEY, TX
NHTSA Summary:
I PURCHASED A NEW 2004 TOYOTA HIGHLANDER ON 3/26/2004 AND AFTER ABOUT 2 MONTHS STARTED NOTICING A PROBLEM WITH HESITATION WHEN ACCELERATING FROM A STOP OR WHEN PASSING. THE CAR FEELS LIKE IT DIES FOR 1 TO 2 SECONDS AND THEN LURCHES FORWARD. THIS IS VERY DANGEROUS WHEN MAKING A LEFT HAND TURN AT A LIGHT WITH ONCOMING CARS FROM THE OPPOSITE DIRECTION. THIS ALSO CAUSES PROBLEMS WHEN TRYING TO MERGE WITH HIGHWAY TRAFFIC OR WHEN PASSING. THIS OCCURES EVERY DAY AND WHEN IT WAS REPORTED TO TOYOTA SERVICE THEY STATED IT WAS A KNOWN ISSUE WITH NO FIX OR TECHNICAL BULLETIN. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10135075
Date of Incident: 20041001
Vehicle: 2005 LEXUS ES
Location of Incident: DULUTH, GA
NHTSA Summary:
I PURCHASED A 2005 LEXUS ES330 AND HAVE HAD CONSISTENT PROBLEMS WITH THE VEHICLE'S ACCELERATION AND DECELERATION. THE VEHICLE HESITATES DURING ACCELERATION AND SUDDENLY LURCHES FORWARD. ALSO, DURING DECELERATION THE VEHICLE SUDDENLY SLOWS DOWN UPON RELEASING THE GAS PEDAL. THIS HAS BECOME A SERIOUS ISSUE IN HEAVY TRAFFIC AND I+T-—^-(tm)M CONCERNED IT MAY LEAD TO AN ACCIDENT. I HAVE REPORTED THE ISSUE TO THE DEALER ON TWO OCCASIONS BUT HAVE RECEIVED A STANDARD RESPONSE THAT THERE IS NOTHING WRONG WITH THE CAR. I+I-1 ^-(tm)M HOPING THE DOT WILL INITIATE A RECALL AND HAVE THE MANUFACTURER FIX THE PROBLEM. I'M DEEPLY CONCERNED AND SHOCKED AT THE NUMBER OF SIMILAR REPORTS FILED WITH THE DOT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10093706
Date of Incident: 20041001
Vehicle: 2003 LEXUS ES300
Location of Incident: LAKE MARY, FL
NHTSA Summary:
I HAVE NOW SENT MY CAR IN FOR SERVICE TWICE TO LEXUS OF ORLANDO ABOUT UNEXPECTED SURGING OF THE VEHICLE AND VEHICLE HESITATION WHEN THE ACCELERATOR IS PRESSED. THIS IS AN INTERMITTENT AND DANGEROUS PROBLEM, AS I DO NOT KNOW WHEN IT WILL OCCUR. WHEN IT DOES OCCUR THE UPSHIFT IS HARSH, THE DOWNSHIFT DELAYED AS IF THE TRANSMISSION IS CONFUSED ABOUT THE DRIVER'S INTENTION, AND THERE IS PRONOUNCED HESITATION WHEN THE ACCELERATOR IS PRESSED. THIS LACK OF RESPONSIVENESS LEAVES BOTH THE VEHICLE AND PASSENGERS EXPOSED TO ACCIDENT AND INJURY. ON MY FIRST VISIT, I WAS TOLD THE VEHICLE COMPUTER WOULD BE RESET, AS THE VEHICLE LEARNS YOUR DRIVING STYLE IN THE

FIRST 30 OR SO MILES, AND I MUST HAVE DRIVEN THE VEHICLE HARSHLY. THIS SO CALLED RESET DID NOTHING TO FIX THE PROBLEM. LESS THAN A WEEK LATER, I NARROWLY ESCAPED A CRASH AFTER MY CAR HESITATED WHILE CROSSING AN INTERSECTION. I PROMPTLY RETURNED THE VEHICLE TO THE DEALER FOR SERVICE. UPON COMPLETION OF THE SECOND SERVICE, WHICH INCLUDED A DRIVE WITH THE TECHNICIAN, LEXUS SERVICE NOW SAYS THESE PROBLEMS ARE INHERENT TO THE MODEL AND THEY CAN'T FIX THEM. IN ADDITION, I AM AWARE THAT NUMEROUS OWNERS FREQUENTLY COMPLAIN OF HESITATION AND SURGING IN 2002, 2003, AND 2004 MODELS AND MANY COMPLAINTS (OVER 100) OF THE SAME NATURE HAVE BEEN FILED WITH THE NHTSA. THIS STATEMENT IS TO ISSUE NOTICE THAT I AM NOT SATISFIED, AND THE PROBLEM HAS NOT BEEN FIXED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10096890
Date of Incident: 20041004
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: JEANNETTE, PA
NHTSA Summary:
WHEN APPLYING THE ACCELERATOR PEDAL THE VEHICLE HESITATED THEN SURGED FORWARD. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10097242
Date of Incident: 20041004
Vehicle: 2003 LEXUS ES300
Location of Incident: TALLMADGE, OH
NHTSA Summary:
THE CONSUMER STATED AT ANY TIME THE VEHICLE ACCELERATED WITHOUT WARNING. NO IMPACT REPORTED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10108812
Date of Incident: 20041006
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: HOUSTON, TX
NHTSA Summary:
VEHICLE SUDDENLY EXPERIENCED A SURGE IN ACCELERATION. CAR CRASHED INTO A TREE AT THE FRONT PARKING SPACE. *BF ON TWO SEPARATE OCCASIONS THE CONSUMER WAS ENTERING A PARKING SPACE AND THE VEHICLE SUDDENLY ACCELERATED AND CRASHED INTO A TREE AT THE FRONT OF THE SPACE. THE SECOND INCIDENT OCCURED AFTER THE <A HREF="HTTP://WWW.SERVERLOGIC3.COM/LM/RTL3.ASP?SI=0&K=FUEL%20TANK" ONMOUSEOVER="WINDOW.STATUS='FUEL TANK'; RETURN TRUE;" ONMOUSEOUT="WINDOW.STATUS=''; RETURN TRUE;">FUEL TANK</A> WAS FILLED. THE ENGINE ACCELERATED TO HIGH RPM'S WHILE THE CONSUMERS FOOT WAS ON THE BRAKE. *TC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10103145
Date of Incident: 20041014
Vehicle: 2002 TOYOTA ECHO
Location of Incident: OCEAN VIEW, DE
NHTSA Summary:
VEHICLE WOULD INTERMITTENTLY JUMP OUT OF DRIVE INTO NEUTRAL WHEN APPLYING THE ACCELERATOR PEDAL FROM A STOP/SLOW MOTION OR FROM INCREASING THE SPEED TO HIGH LEVELS. VEHICLE HAD BEEN TO THE DEALER ON THREE OCCASIONS, AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10108023
Date of Incident: 20041014
Vehicle: 2004 LEXUS ES330
Location of Incident: HOUSTON, TX
NHTSA Summary:
ELECTRONIC GAS PEDAL - WHEN AT LOW SPEED OR IMMEDIATELY AFTER COMING TO A STOP THE GAS PEDAL IS DEPRESSED THE CAR HESITATES FOR 1.5 SECONDS OR MORE BEFORE RESPONDING AND THEN ACCELERATES VERY FAST. THIS PRESENTS A SERIOUS SAFETY HAZZARD WHEN TRING TO ENTER OR CROSS BUSY HIGHWAYS. THE DEALER SAYS ALL THE 2004 7 2005 MODELS DO IT. IT IS A CONSTANT COMPLAINT. LEXUS CUSTOMER SERVICE SAYS THEY ARE AWARE OF IT BUT HAVE NO CURE. A SAFETY WARNING AND RECALL SHOPULD BE ISSUED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10096006
Date of Incident: 20041018
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: JONESBOROUGH, TN
NHTSA Summary:
MY 2004 TOYOTA HIGHLANDER EXHIBITS A SIGNIFICANT HESITATION AT THE START OF RAPID ACCELERATION THAT I BELIEVE IS A POTENTIAL SAFETY HAZARD. WHEN THE VEHICLE IS MOVING AT A SLOW SPEED AND THE ACCELERATOR IS DEPRESSED TO BEGIN A RAPID ACCELERATION (PASSING A SLOWER VEHICLE OR MERGING INTO TRAFFIC), A SIGNIFICANT HESITATION IS PRESENT BEFORE THE VEHICLE BEGINS TO ACCELERATE. THIS DELAYED RESPONSE TO THE ACCELERATOR INPUT CAN PLACE THE VEHICLE IN DANGEROUS SITUATIONS WHERE THE VEHICLE CANNOT GET OUT OF THE WAY OF OTHER TRAFFIC. I BELIEVE THIS BEHAVIOR COULD RESULT IN A TRAFFIC ACCIDENT AND POTENTIAL INJURY TO PEOPLE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10096335
Date of Incident: 20041024
Vehicle: 2005 SCION SCION
Location of Incident: BURSON , CA
NHTSA Summary:
TOOK FOOT OFF GAS TO SLOW DOWN WHEN APPROACHING CURVE, RAKED TO SLOW DOWN WHEN ENTERING CURVE AND VEHICLE FAILED TO SLOW...FULLY ENGAGED

BRAKE AND VEHICLE FAILED TO STOP AND KEPT ACCELERATING. THIS RESULTED IN THE VEHICLE CRASHING INTO AN EMBANKMENT WHICH CAUSED MAJOR DAMAGE TO THE VEHICLE. THIS IS IS BRAND NEW SCION TC PURCHASED 09/01/04. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10097788
Date of Incident: 20041026
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CINCINATI, OH
NHTSA Summary:
CONSUMER STATED WHILE PULLING INTO A PARKING SPACE SHE SUDDENLY FOUND HERSELF AND CHILD IN THE STORE. SHE PULLED INTO A PARKING SPACE, APPLIED BRAKES, AND THEN SUDDENLY THE VEHICLE ACCELERATED AND CRASHED INTO THE STORE FRONT. CONSUMER WAS SURE THAT SHE DID NOT PUT FOOT ON THE ACCELERATOR INSTEAD OF THE BRAKE PEDAL. CONSUMER WENT ON LINE AND FOUND THAT DOT WAS INVESTIGATING THE SAME TYPE OF PROBLEM *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10101616
Date of Incident: 20041101
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CLARENDON HILLS, IL
NHTSA Summary:
OWER OF 2003 TOYOTA CAMRY EXPERIENCED SUDDEN ACCELERATION SUGGEST NHTSA INITIATE INVESTIGATION. *BF THE VEHICLE SUDDENLY SURGED FORWARD AND HAD RUN INTO A CONCRETE WALL AND OCCURRED ON TWO MORE OCCASIONS. *SC SEE ODI 10063095. *DSY DUPLICATE OF 10101790 *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10151872
Date of Incident: 20041101
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: PERTH AMBOY, NJ
NHTSA Summary:
CONSUMER PRESSED GAS PEDAL AND VEHICLE DID NOT ACCELERATE. THREE SECONDS LATER VEHICLE LUNGED FORWARD. *TX THE VEHICLE WAS TAKEN TO THE DEALER. THE DEALER WAS ABLE TO DUPLICATE THE PROBLEM BUT WAS UNABLE TO DETERMINE THE CAUSE. ABOUT 17 MONTHS LATER THE VEHICLES WAS REPAIRED. *NM UPDATED *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10103250
Date of Incident: 20041101
Vehicle: 2003 LEXUS ES300
Location of Incident: GLENCOE, IL
NHTSA Summary:

LEXUS 300 HESITATION. STEPPED ON ACCELERATOR, CAR HESITATED AND HAD TO PUMP ACCELERATOR TO GO FORWARD. *BF THIS PROBLEM OCCURRED MANY TIMES. THE CONSUMER ALMOST HAD AN ACCIDENT WHILE ATTEMPTING TO MAKE A LEFT TURN. THE CONSUMER APPLIED THE ACCELERATOR PEDAL, THE VEHICLE HESITATED AND THE CONSUMER PUMPED THE ACCELERATOR TO GO FORWARD. THE DEALER COULD NOT FIND A PROBLEM. *SC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105573
Date of Incident: 20041112
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: PALM CITY, FL
NHTSA Summary:
THE VEHICLE INCREASES IN RPM'S WITHOUT TOUCHING THE ACCELERATOR PEDAL. WHEN APPROACHING A TRAFFIC LIGHT THE RPM'S WILL INCREASE FROM 750 TO 900 RPM'S. THE CONSUMER TOOK THE VEHICLE BACK TO THE DEALER. ALSO CONTACTED THE MANUFACTURER. IT WAS EXPLAINED TO THE CONSUMER THAT THIS WAS THE CURRENT DESIGN OF THE VEHICLE. *AK THERE WAS POTENTIAL FOR AN ACCIDENT TO OCCUR IN STOP AND GO TRAFFIC. THE CONSUMER WAS AWARE OF TWO OTHER OWNERS OF THIS SAME MAKE AND MODEL WHO HAVE EXPERIENCED THE SAME PROBLEM. *SC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10101511
Date of Incident: 20041115
Vehicle: 2000 LEXUS LS400
Location of Incident: BERKELEY, CA
NHTSA Summary:
AFTER STARTING THE VEHICLE, IT SUDDENLY ACCELERATED AT A HIGH SPEED. THE CONDITION CAUSED THE VEHICLE TO HIT THREE PARKED VEHICLES AND ONE VEHICLE IN MOTION. THE CONSUMER RECEIVED MINOR INJURIES TO HER FACE DUE TO AIR BAG DEPLOYMENT. THE OTHER DRIVER AND PASSENGER OF THE OTHER VEHICLES APPEARED TO SHOW NO INJURY *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10102070
Date of Incident: 20041119
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LIVINGSTON, NJ
NHTSA Summary:
CONSUMER WAS DRIVING ABOUT 65 MPH AND THE ACCELERATOR PEDAL BECAME STUCK. DRIVER HAD TO TURN OFF THE IGNITION IN ORDER TO GET THE VEHICLE TO STOP. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10101640
Date of Incident: 20041119
Vehicle: 2002 TOYOTA CAMRY

Location of Incident: LOUISVILLE, KY
NHTSA Summary:
THE CONSUMER EXPERIENCED SUDDEN ACCELERATION . THE BRAKES FAILED TO WORK CAUSING AN ACCIDENT. *NM THE CONSUMER'S VEHICLE COLLIDED WITH ANOTHER VEHICLE AT A STOP SIGN. *SC THE AIR BAGS DID NOT DEPLOY *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105483
Date of Incident: 20041119
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: NEW LONDON, CT
NHTSA Summary:
WHILE MAKING A LEFT TURN INTO A PARKING SPACE, THE VEHICLE ACCELERATED WITHOUT WARNING. AS A RESULT THE VEHICLE COLLIDED INTO A PARKED VEHICLE. THE CAUSE HAS YET TO BE DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB....WHILE EXITING A HIGHWAY AT 60 MPH, REMOVED FOOT FROM ACCELERATOR TO COAST INTO EXIT. VEHICLE SUDDENLY ACCELERATED 70-75 MPH. WAS ABLE TO CONTROL VEHICLE BY APPLYING BRAKES. ALSO, DEALER REPAIRED FRONT BUMPER *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10100310
Date of Incident: 20041121
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: APALACHIN, NY
NHTSA Summary:
WHILE BACKING OUT OF A DRIVEWAY AND SHIFTING FROM REVERSE INTO DRIVE VEHICLE SUDDENLY ACCELERATED OUT-OF-CONTROL INTO ADJACENT NEIGHBOR'S YARD. IMMEDIATE AND CONTINUAL APPLICATION OF BRAKES DID NOTHING -- ENGINE CONTINUED TO REV AND I NARROWLY AVOIDED STRIKING A HOUSE. INSTEAD, I WAS FORCED TO STRIKE A ROW OF TREES TO STOP RUN-AWAY VEHICLE. FRONTAL AIR BAGS FAILED TO DEPLOY ON EITHER SIDES. HAD IT NOT BEEN FOR THE TREES, I WOULD'VE STRUCK A 500 GALLON PROPANE TANK, 2 PARKED PICKUP TRUCKS, AND THE ORIGINAL HOUSE FROM WHICH I WAS DEPARTING FROM. MY LONE PASSENGER AND I WILL BE EMOTIONALLY SCARRED FOREVER BY THIS INCIDENT. PLEASE FORCE TOYOTA TO ISSUE A RECALL HERE! PLEASE DON'T WAIT FOR A DEATH. PLEASE!!!*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10100445
Date of Incident: 20041122
Vehicle: 2005 LEXUS ES330
Location of Incident: MCLEAN, VA
NHTSA Summary:
I PURCHASED A NEW LEXUS ES330, AND IT HAS 3 PROBLEMS. (I) BUMPY RIDE AT LOW AND HIGH SPEEDS. (II) ACCELERATION LAG AFTER COASTING. (III) HIGH IDLE WHEN COLD (15,000RPMS). *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10110398
Date of Incident: 20041129
Vehicle: 2005 TOYOTA CAMRY SOLARA
Location of Incident: INDIANAPOLIS, IN
NHTSA Summary:
WHEN MAKING TURNS (AND SOMETIMES JUST WHEN ACCELERATING), THIS CAR AND ALL LIKE IT HESITATE WHEN THE THROTTLE IS DEPRESSED AND THEN LUNGES FORWARD SUDDENLY NEARLY CAUSING THE DRIVER TO LOSE CONTROL.*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10112818
Date of Incident: 20041201
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: FAYETTEVILLE, GA
NHTSA Summary:
CONSUMER'S VEHICLE EXPERIENCED THE VERY SAME PROBLEM AS MENTIONED IN RECALL 01V012000 CONCERNING SPEED CONTROL CABLE/ACCELERATOR STICKING. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10112822
Date of Incident: 20041201
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: RED BANK, NJ
NHTSA Summary:
WHEN BRAKING INTERMITTENTLY THE VEHICLE ACCELERATED. THIS CONDITION HAS OCCURRED 8 TIMES WITHIN TWO MONTHS. VEHICLE HAD BEEN TO THE DEALER ON SEVERAL OCCASIONS. DEALER WAS UNABLE TO LOCATE THE CAUSE OR DUPLICATE THE PROBLEM. *AK THIS PROBLEM ALSO OCCURRED WHILE THE VEHICLE WAS IN REVERSE. *BF
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113287
Date of Incident: 20041202
Vehicle: 2005 LEXUS ES330
Location of Incident: CAPE CORAL, FL
NHTSA Summary:
WHEN SLOWING TO A NEAR STOP (LESS THAN 10 MPH) AND THEN ACCELERATING, THE VEHICLE LAGS AND THEN LURCHES TO OVERCOMPENSATE. IT DOES THIS VIRTUALLY EVERYTIME, MAKING IT UNSAFE IN HEAVY TRAFFIC. *DSY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105160
Date of Incident: 20041203
Vehicle: 2002 LEXUS GS300
Location of Incident: MESA, AZ
NHTSA Summary:

VEHICLE EXPERIENCED HESITATION WHILE DRIVING TO THE INTERSECTION, AND VEHICLE WILL NOT GO FORWARD WITH ANY POWER. CONSUMER PRESSED THE ACCELERATOR, BUT THE VEHICLE WILL NOT MOVE WITH ANY FORCE. CONSUMER TOOK THE VEHICLE TO THE DEALER, BUT RECEIVED NO ASSISTANCE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10102319
Date of Incident: 20041204
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: AUSTIN, TX
NHTSA Summary:
I WAS STOPPED IN TRAFFIC ON IH-35 IN AUSTIN DUE TO AN ACCIDENT AHEAD. I HAD AN OPPORTUNITY TO MOVE TO AN EXIT LANE AND AFTER MOVING TO THAT LANE, NOTICED A VEHICLE COMING TOWARD ME AT HIGH SPEED. MY WAY WAS CLEAR TO ACCELERATE AND I DID SO, PRESSING THE ACCELERATOR ABOUT 1/2 THE WAY DOWN. NOTHING HAPPENED AND I PRESSED THE ACCELERATOR THE REMAINDER TO THE FLOOR. AFTER A SHORT TIME, THE ENGINE FINALLY ACCELERATED. THREE DAYS LATER, ON DEC 7, I TOOK THE CAR TO THE DEALER AND EXPLAINED WHAT HAD HAPPENED. AFTER EXAMINING THE CAR, THE DEALER CALLED TO EXPLAIN THAT THEY HAD CHECKED THE CAR OVER AND EVERTHING WAS FINE. HE FURTHER EXPLAINED THAT THE 2004 CAMRY WAS EQUIPPED WITH A "DRIVE-BY-WIRE" ACCELERATOR. NO ONE WAS INJURED, NO DAMAGE WAS DONE, BUT I AM CONCERNED THAT THIS CAR WILL NOT RESPOND QUICKLY IN A DANGEROUS SITUATION. NOR DO I BELIEVE THAT THIS IS AN ISOLATED SITUATION. WE HAD DRIVEN A DEMONSTRATOR, A 4 CYLINDER CAMRY, ABOUT SIX MONTHS BEFORE WE PURCHASED OURS. MY WIFE WAS DRIVING AND PRESSED HARD ON THE ACCELERATOR TO GET IT TO MOVE UP AN ENTRANCE RAMP AND IT ALSO DID NOT RESPOND. AT THAT TIME, I DIDN'T PLACE ANY SIGNIFICANCE TO THE CAR NOT RESPONDING, THINKING MY WIFE WASN'T ATTEMPTING TO ACCELERATE A QUICKLY AS SHE INSISTED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105486
Date of Incident: 20041207
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FAIRVIEW PARK, OH
NHTSA Summary:
WHILE PULLING INTO A PARKING SPACE THE CONSUMER HEARD A LOUD NOISE COMING FROM HER VEHICLE. THE VEHICLE ACCELERATED AND THE CONSUMER CRASHED INTO A BRICK WALL. NO INJURIES WAS REPORTED. THE VEHICLE WAS TAKEN TO THE DEALER AND THE PROBLEM IS STILL UNDETERMINED. JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10107685
Date of Incident: 20041209
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FLORENCE, KY
NHTSA Summary:

THE THROTTLE STUCK WIDE OPEN ON THE CAR WHEN PUT IN REVERSE, FROM A PARKED POSITION. THIS CAUSED THE CAR TO GO COMPLETELY OUT OF CONTROL STRIKING SEVERAL OBJECTS COMING TO REST IN THE MIDDLE OF A ROAD. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10103917
Date of Incident: 20041210
Vehicle: 2001 LEXUS RX300
Location of Incident: SILVER SPRING, MD
NHTSA Summary:
VEHICLE WAS EXPERIENCING A SUDDEN ACCELERATION PROBLEM. CONSUMER WAS PARKING THE VEHICLE WHEN THE ACCELERATION BEGAN. VEHICLE HIT A BRICK PILLAR. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113278
Date of Incident: 20041212
Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: BALTIMORE, MD
NHTSA Summary:
WHILE APPLYING THE ACCELERATOR PEDAL VEHICLE HESITATED TO ACCELERATE. DRIVER APPLIED THE ACCELERATOR PEDAL NUMEROUS TIMES AND THE VEHICLE ACCELERATED UNCONTROLLABLY. DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE , AND DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT IT WAS NORMAL FOR THE VEHICLE TO HESITATE WHEN APPLYING THE ACCELERATOR PEDAL. *AK *BF *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10111310
Date of Incident: 20041213
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: NORTH OLMSTED, OH
NHTSA Summary:
WHILE DRIVING THE THROTTLE STUCK. THIS CAUSED THE CONSUMER TO REAR END ANOTHER VEHICLE ONE TIME. VEHICLE WAS TOWED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105974
Date of Incident: 20041214
Vehicle: 2004 LEXUS ES330
Location of Incident: MT. PLEASANT, SC
NHTSA Summary:
ON NUMEROUS OCCASSIONS THIS CAR HAD ACCELERATED UNEXPECTEDLY WHEN PUTTING IT IN GEAR BOTH FORWARD AND REVERSE N THE LAST OCCURRENCE THE CAR SHOT FORWARD, JUMPING A LOW CURB AND HITTING A TREE.*AK I HAD NO CONTROL OVER WHAT HAPPENED AND I AM AFRAID TO DRIVE THIS CAR ANY MORE

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113423
Date of Incident: 20041215
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: JACKSON, NJ
NHTSA Summary:
VEHICLE HESITATED THEN LAUNCHED FORWARD BEFORE ACCELERATING. VEHICLE WAS SERVICED BY THE DEALERSHIP 3 TIMES. DEALERSHIP INDICATED TECHNICALLY THE VEHICLE WAS PERFORMING AS IT SHOULD, BUT THERE WAS A PROBLEM WITH THE NEW DRIVE BY WIRE TECHNOLOGY FOR WHICH MANUFACTURER HAD TO PROVIDE A REMEDY.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10104216
Date of Incident: 20041220
Vehicle: 2004 LEXUS RX330
Location of Incident: PEWAUKEE, WI
NHTSA Summary:
I HAVE HAD TWO PROBLEMS. ONE BEING YESTERDAY I CAME OUT TO MY CAR IN THE PARKING LOT STARTED UP MY CAR AND THERE WERE NO BRAKES. HAD TO PUT CAR IN PARK TO STOP CAR. THE BRAKES WERE ROCK HARD. THEY SAID IT WAS THE BOOSTER THAT HAD TO BE REPAIRED. THE SECOND PROBLEM IS I HAD ALMOST 2 ACCIDENTS WHEN TRYING TO ACCELERATE FROM A STOP SIGN. I HIT THE GAS AND THE CAR DOESN'T GO IT LAGS AND THEN GOES. THIS HESITATION IS VERY VERY SERIOUS AND HAS ME VERY WORRIED ABOUT DRIVING WITH KIDS. I BOUGHT THIS CAR FOR THE SAFETY FEATURES AND NOW IM SCARED TO DRIVE IT. WHAT IF MY BRAKES FAILED ON THE HIGHWAY I WAS ON? WHAT IF MY CAR LAGS IN FRONT OF A TRUCK!*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10109571
Date of Incident: 20041227
Vehicle: 2004 TOYOTA AVALON
Location of Incident: FOREST HILL, MD
NHTSA Summary:
WHILE DRIVING IN STOP AND GO TRAFFIC THE VEHICLE'S ENGINE REVVED UP AND THE VEHICLE ACCELERATED FORWARD INTO ANOTHER VEHICLE. *NM THE RPM REACHED 7000. THE CONSUMER STATED THAT THIS MARKS THE FOURTH TIME THIS VEHICLE HAS HAD THIS ISSUE. THE CONSUMER REFERENCED 10099310. HEAVY SMOKE CAME FROM THE FRONT OF THE VEHICLE AFTER THE CRASH. THE CONSUMER HAD TO TURN THE KEY TO THE OFF POSITION TO STOP THE ENGINE FROM RACING. *TC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10105622
Date of Incident: 20041230
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: LAKEWOOD, NJ

NHTSA Summary:
PULLING INTO A PARKING SPACE THE CAR SUDDENLY ACCELERATED AND DID NOT STOP UNTIL IT CRASHED INTO TWO PORCHES. THERE IS NO QUESTION THAT THE CAR WAS ALREADY SLOWING DOWN BECAUSE THE CAR WAS PULLING INTO A PARKING SLOT *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10104793
Date of Incident: 20041230
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ORLANDO, FL
NHTSA Summary:
WENT TO DRIVE 2003 TOYOTA CAMRY XLE OUT OF THE GARAGE. STARTED THE CAR TRIED TO PUT IN REVERSE AND GEAR SHIFT WOULD NOT MOVE OUT OF PARK, THE MOTOR STARTED RACING DURING THIS TIME. TURNED OFF CAR GOT OUT OF CAR TO WAIT TILL LATER TO RUN ERRAND AND DECIDED TO TRY ONE MORE TIME. START CAR AGAIN TRIED TO PUT IN REVERSE. IT SECEEDED THIS TIME BUT THE CAR ACCELLERATED OUT OF THE GARAGE RAPIDLY W/OUT MY ASSISTANCE, DAMAGING SEVERAL ITEMS ON ITS WAY OUT OF THE GARAGE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113721
Date of Incident: 20041230
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: SILVER SPRING, MD
NHTSA Summary:
WHILE PARKING HIS 2004 TOYOTA CAMRY THE VEHICLE ACCELERATED SUDDENLY AND HIT A PARKED CAR. *NM WHEN TURNING SHARPLY TO THE RIGHT THE VEHICLE FELT AS IF IT WERE GOING TO FLIP, SHIFTING GEARS WERE NOT SMOOTH, THE BRAKE PEDAL FELT SOFT AND WOULD GO TO THE FLOOR AND THERE WAS AN ERRATIC EFFECT WHEN CHANGING THE RADIO STATIONS. *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10147059
Date of Incident: 20050104
Vehicle: 2005 SCION XB
Location of Incident: EL PASO, TX
NHTSA Summary:
ON 4 JAN 2006 MY DAUGHTER WAS DRIVING A TOYOTA SCION XB, 2005. SHE ATTEMPTED TO STOP BEHIND A VEHICLE THAT HAS STOPPED AT A YIELD SIGN. SHE COULD NOT STOP BECAUSE THE THROTTLE HAD STUCK. SHE RAN INTO ANOTHER VEHICLE, DAMAGING HER FRONT END. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10109283
Date of Incident: 20050105
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BRONX, NY

NHTSA Summary:
WHILE DRIVING AT 35 MPH VEHICLE ACCELERATED WITHOUT WARNING. WHEN APPLYING THE BRAKES VEHICLE ACCELERATED EVEN MORE. AS A RESULT, THE VEHICLE COLLIDED INTO TWO PARKED CARS AND A BRICK WALL. DRIVER SUSTAINED HEAD INJURIES. *AK THE CONSUMER RECIEVED A CHECK 18,636.18 IN FULL PAYMENT FOR AUTO LOSS. WHEN THE CONSUMER PRESSED THE GAS PEDAL THE RPMS WHERE HIGH. ONE AIRBAG DEPLOYED. *TC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10107442
Date of Incident: 20050113
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: NEW BERLIN, WI
NHTSA Summary:
WHEN DISENGAGING THE VEHICLE FROM PARK THE VEHICLE ACCELERATES WITHOUT WARNING. NO IMPACT REPORTED. THE CAUSE HAS YET TO BE DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10106511
Date of Incident: 20050117
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LITTLE ELM, TX
NHTSA Summary:
WHILE PULLING INTO A PET STORE PARKING LOT, THE VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY CAUSING ME TO CRASH INTO A RETAINING WALL, IN FRONT OF THE STORE. THERE WERE PREVIOUS INCIDENTS INVOLVING THE ACCELERATION OF THE VEHICLE IN THE HOUR IMMEDIATELY BEFORE THE CRASH OCCURRED. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10108516
Date of Incident: 20050117
Vehicle: 2004 LEXUS ES330
Location of Incident: LARGO, FL
NHTSA Summary:
WHEN ATTEMPTING TO ACCELERATE THE VEHICLE HESITATED, THEN SURGED FORWARD WITHOUT WARNING. NO IMPACT REPORTED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB VEHICLE SURGES EVEN WHEN VEHICLE IS AT A COMPLETE STOP. NO COLLISION SO FAR *TT
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10108992
Date of Incident: 20050125
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: SMYRNA, GA
NHTSA Summary:

WHILE THE DRIVER'S FOOT WAS ON THE BRAKE PEDAL VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY APPLIED THE BRAKE PEDAL NUMEROUS TIMES AND THE VEHICLE CONTINUED TO ACCELERATE. DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND PULLED OVER. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. THE CAUSE HAS NOT BEEN DETERMINED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10119317
Date of Incident: 20050128
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: DAYTON, TN
NHTSA Summary:
CONSUMER COMPLAINED ABOUT A SUDDEN ACCELERATION PROBLEM. WHILE DRIVING AT APPROXIMATELY 40 MPH AND APPROACHING A TRAFFIC LIGHT THE ACCELERATOR PEDAL STUCK, CAUSING THE VEHICLE TO ACCELERATE WITHOUT WARNING, AND HITTING A GUARD RAIL. UPON IMPACT, AIR BAGS FAILED TO DEPLOY. THE VEHICLE WAS TOTALED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10138785
Date of Incident: 20050201
Vehicle: 2005 LEXUS ES
Location of Incident: ATLANTA, GA
NHTSA Summary:
DT. THE CONTACT OWNS A 2005 LEXUS ES330. THE CONTACT STATED THAT UPON ACCELERATION AFTER SLOWING DOWN THE VEHICLE WILL SURGE FORWARD. THE DEALERSHIP REPLACED A TRANSMISSION CHIP THAT WAS RECOGNIZED IN A TECHNICAL SERVICE BULLETIN. THE PROBLEM DIMINISHED FOR A WHILE, BUT THE CORRECTION DID NOT REMEDY THE PROBLEM. THE CONTACT STATED THAT THIS DID NOT HAPPEN EVERY TIME WHILE DRIVING THE VEHICLE, BUT ENOUGH TIMES TO CAUSE THE CONTACT TO BE CONCERNED ABOUT THE VEHICLE. THE MANUFACTURER STATED THAT THEY WERE DECLINING TO OFFER ADDITIONAL ASSISTANCE BECAUSE THE VEHICLE WAS PERFORMING UNDER NORMAL OPERATING CHARACTERISTICS FOR A VEHICLE WITH ECTI *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10111771
Date of Incident: 20050202
Vehicle: 2000 TOYOTA SIENNA
Location of Incident: EDISON, NJ
NHTSA Summary:
WHILE TRAVELING 50 MPH SUDDENLY THE VEHICLE ACCELERATED TO 80 MPH, RESULTING IN A CRASH AND A ROLL OVER. THE CONSUMER WAS NOT INJURED IN THE COLLISION. *AK *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10117283

Date of Incident: 20050207
Vehicle: 2004 LEXUS RX330
Location of Incident: BOSTON, MA
NHTSA Summary:
THE ACCELERATOR STUCK, AND CONSUMER WAS NOT ABLE TO STOP THE VEHICLE. CONSUMER LEFT THE VEHICLE, AND CONTACTED THE MANUFACTURER. THEY HAD THE VEHICLE TOWED, SUPPOSEDLY REPAIRED, BUT CONSUMER WAS NOT SATISFIED *AK BECAUSE CONSUMER HAVE NO BRAKEBRAKES HE HAD TO USE THE EMERGENCY BRAKE WHICH SLOWED THE CAR DOWN ENOUGH TO PUT IT IN PARK WHILE MOVING. THEN HE SHUT OFF THE IGNITION. THIS VEHICLE CAME WITH NO CLIPS ON THE KICK PANEL. *BF
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10118155
Date of Incident: 20050212
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: DARNESTOWN, MD
NHTSA Summary:
WHILE MY WIFE AND I WERE AT A COMPLETE STOP IN A LINE OF TRAFFIC, OUR ELEVEN MONTH-OLD CAMRY LE SUDDENLY ACCELERATED UNEXPECTEDLY AND WITHOUT WARNING WHILE MY FOOT WAS SQUARELY AND FIRMLY ON THE BRAKE PEDAL. WITHIN A FEW SECONDS: A) THE CAR VIOLENTLY LURCHED FORWARD, AND I INSTINCTIVELY PRESSED HARDER ON THE BRAKE TO KEEP FROM PLOWING INTO THE LINE OF VEHICLES IN FRONT OF ME; B) WE HEARD THE ENGINE ACCELERATING; AND, C) I CHECKED THE TACHOMETER AND OBSERVED IT STEADILY INCREASING FROM A NORMAL IDLE SPEED TO ALMOST THE MAXIMUM. I MAINTAINED CONTROL OF THE VEHICLE AND PREVENTED THE ENGINE SPEED FROM CONTINUING TO ITS PEAK BY QUICKLY SHIFTING THE CAR INTO PARK AND TURNING IT OFF. AFTER APPROXIMATELY 20-30 SECONDS I RESTARTED THE CAR, AND THE IDLE WAS ONCE AGAIN NORMAL. I DROVE THE CAR TO THE NEAREST DEALERSHIP, APPROXIMATELY 3 BLOCKS AWAY. THE CAR HAS NOW BEEN IN THE POSSESSION OF THE TOYOTA DEALER FOR OVER TWO MONTHS, AND THEIR MECHANICS HAVE BEEN UNABLE TO REPLICATE THE EVENT OR FIND ANY RECORD OF THE INCIDENT IN THE ON-BOARD COMPUTER *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10120992
Date of Incident: 20050215
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: HARRISBURG, PA
NHTSA Summary:
DT: 2004 TOYOTA HIGHLANDER WITH HESITATION PROBLEM. FOR EXAMPLE, WHEN ENTERING INTERSTATE AND NEED TO ACCELERATE, IT HESITATES THEN QUICKLY JOLTS. TAKEN TO DEALER WHO SAID THERE IS NOTHING THEY CAN DO. EXPLAINED VEHICLE HAS AN ELECTRIC THROTTLE CONTROL AND IS NOT CONTROLLED BY A THROTTLE CABLE AS PART OF FEDERAL EMISSIONS REGULATION. THIS MAKES CHANGING GEARS A LITTLE LONGER TO DO SINCE THE THROTTLE DOES NOT OPEN ALL THE WAY OUT *TT
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113075
Date of Incident: 20050215

Vehicle: 2003 TOYOTA SIENNA
Location of Incident: EDISON, NJ
NHTSA Summary:
THE VEHICLE ACCELERATED TO 85 MPH, WHILE ON THE HIGHWAY. THE CONSUMER PASSED SEVERAL VEHICLES, CHANGING LANES, TO AVOID A COLLISION. THE CONSUMER PROCEEDED TO STRIKE A CONCRETE BARRIER. NO INJURIES WERE SUSTAINED. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113504
Date of Incident: 20050216
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: WATERTOWN, NY
NHTSA Summary:
WHILE DRIVING 31 MPH THE STEERING VEERED TO THE RIGHT AND THE VEHICLE ACCELERATED WITHOUT WARNING. AS A RESULT THE CONSUMER LOST CONTROL OF THE VEHICLE AND COLLIDED INTO A TREE. NO INJURIES REPORTED. THE CAUSE HAD NOT BEEN DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113852
Date of Incident: 20050217
Vehicle: 2001 TOYOTA COROLLA
Location of Incident: FLORENCE, SC
NHTSA Summary:
WE WERE TRAVELING FROM TX TO SC USING CRUISE CONTROL (CC) ON MY 2001 TOYOTA COROLLA LE. HEAT WAS NOTED ON THE CC SWITCH ON 2/16/05. ON 2/17/2005 THE CRUISE CONTROL WAS ENGAGED AT 75 MPH. THE CC FAILED TO DISENGAGE WHEN BRAKES WERE APPLIED; CC FAILED TO DISENGAGE AT THE SWITCH. THE ACCELERATION WOULD NOT STOP DESPITE BRAKE APPLICATION. THE TRANSMISSION SELECTOR WAS PUT INTO NEUTRAL AND THE CAR WAS STOPPED WITH FOOT AND EMERGENCY BRAKES THE ENGINE CONTINUED TO RACE AT HIGH RPMS UNTIL THE ENGINE WAS TURNED OFF. AN I-10 ALABAMA LAW ENFORCEMENT AGENT DISABLED THE CC BY REMOVING THE CC FUSE DISCONNECTING SOMETHING AT THE THROTTLE BODY. THIS INCIDENT NEARLY CAUSED A HIGH SPEED COLLISION. THE COROLLA 1NXBR12E5Z534307 WILL BE SERVICED AT THE TOYOTA DEALERSHIP IN FLORENCE, SC.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10112859
Date of Incident: 20050219
Vehicle: 2000 TOYOTA SIENNA
Location of Incident: NASHVILLE, TN
NHTSA Summary:
THE VEHICLE ACCELERATED WHILE DRIVING IN THE NEIGHBORHOOD. THE BRAKE WAS ON, AND THE VEHICLE WENT TO 40 MPH. CONSUMER WAS ABLE TO STOP BY SHIFTING INTO PARK, APPLYING THE EMERGENCY BRAKE, AND TURNING THE KEY OFF.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10112616
Date of Incident: 20050223
Vehicle: 2004 LEXUS ES330
Location of Incident: SYLMAR, CA
NHTSA Summary:
TWO EPISODES OF SPONTANEOUS ACCELERATION EPISODE ONE ON OR ABOUT AUGUST 17,2004, WHILE PULLING PAST A VEHICLE ON A FREEWAY. THE CAR DID NOT SLOW WHEN ACCELERATOR PRESSURE WAS RELEASED AND REQUIRED MULTIPLE PEDAL DEPRESSIONS TO OBTAIN CONTROL. THE SECOND EPISODE IS DESCRIBED BELOW *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113380
Date of Incident: 20050224
Vehicle: 2002 TOYOTA SIENNA
Location of Incident: VINELAND, NJ
NHTSA Summary:
WHILE PULLING INTO A PARKING SPACE VEHICLE ACCELERATED AS A RESULT, VEHICLE JUMPED THE CURB AND CRASHED INTO A STORE WINDOW NO INJURIES REPORTED *AK *BF *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10124898
Date of Incident: 20050228
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BURBANK, CA
NHTSA Summary:
DT WHEN CONSUMER'S WIFE WAS BACKING THE VEHICLE INTO THE DRIVEWAY IT ACCELERATED ON ITS OWN CONSUMER TOOK VEHICLE TO THE DEALER WHO DETERMINED THAT NOTHING WAS WRONG WITH THE VEHICLE *AK *NM
Additional Summary.

Toyota ID No:
NHTSA ODI No: 10145345
Date of Incident: 20050301
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SPOKANE, WA
NHTSA Summary:
2003 CAMRY WAS INVOLVED IN 2 ACCIDENTS IN WHICH THE VEHICLE SURGED FORWARD *TS THE ELECTRONIC PART FOR THE ACCELERATOR WAS REPLACED AT THE DEALER AFTER EACH ACCIDENT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10113240
Date of Incident: 20050301
Vehicle: 2004 LEXUS ES330
Location of Incident: SYLMAR, CA
NHTSA Summary:

THE VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY DRIVER WAS ABLE TO MAINTAIN CONTROL OF VEHICLE, AND PULLED OVER THEN, TURNED VEHICLE OFF. TOOK VEHICLE TO THE DEALER, BUT MECHANIC COULD NOT DUPLICATE THE PROBLEM.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10119774
Date of Incident: 20050301
Vehicle: 2001 LEXUS IS300
Location of Incident: HUNTINGTON STATION, NY
NHTSA Summary:
SINCE I HAVE OWNED THE VEHICLE, I HAVE HAD TWO INCIDENTS, WHICH BOTH OCCURED RANDOMLY WITH NO PRIOR ENGINE PROBLEMS OR INDICATIONS OF ISSUES WITH THE CAR, IN WHICH AS I WAS ACCELERATING, THE GAS PEDAL WOULD CONTINUE TO PRESS DOWN AND PIN ITSELF TO THE FLOOR. BOTH TIMES, THE GAS PEDAL WAS LITERALLY STUCK TO THE FLOOR AND NOT ABLE TO BE LOOSENED. THE FIRST TIME IT OCCURED, I PULLED THE EMERGENCY BRAKE AND JAMMED ON MY BRAKE PEDAL UNTIL THE GAS PEDAL POPPED BACK UP AFTER ABOUT A MINUTE PINNED TO THE GROUND. THE SECOND TIME, I LUCKILY HAD SOMEONE WITH ME WHO INSTRUCTED ME TO PUT THE CAR IN NEUTRAL AND QUICKLY TURN OFF THE ENGINE ONE CLICK SO THAT I COULD BRAKE AND STEER MYSELF TO SAFETY. THANK GOD NO ONE WAS INJURED IN THESE INCIDENTS, BUT BOTH OCCURENCES COULD HAVE BEEN HORRIBLE ACCIDENTS. THE CAR IS A 2001 LEXUS IS 300 MILEAGE AT TIME OF INCIDENTS. 1ST INCIDENT-ABOUT 65-70,000 MILES 2ND INCIDENT-ABOUT 80-85,000 MILES, BOTH INCIDENTS OCCURED WITHIN ABOUT 2-4 MONTHS OF EACH OTHER AND THE LAST INCIDENT FROM TODAY WOULD HAVE OCCURED ABOUT 1 1/2-3 MONTHS AGO. I HAVE ONLY OWNED THE CAR SINCE OCTOBER 2003 I DO NOT KNOW THE PREVIOUS OWNER OR IF THERE WERE ANY OF THESE INCIDENTS REPORTED BEFORE MY OWNERSHIP OF THE VEHICLE, AND THE VEHICLE WAS NOT PURCHASED FROM A LEXUS CERTIFIED PRE-OWNED VEHICLE LOT. I DO HAVE A SCHEDULED APPOINTMENT WITH MY LOCAL LEXUS DEALER COMING UP THIS MONTH
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10115824
Date of Incident: 20050311
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: POMPANO BEACH, FL
NHTSA Summary:
CONSUMER COMPLAINED ABOUT SUDDEN ACCELERATION ABOUT 5 TIMES. CONSUMER HAS TO STEP ON THE BRAKE SEVERAL TIMES IN ORDER TO SLOW THE VEHICLE DOWN.*AK *BF
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10115243
Date of Incident: 20050313
Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: WHITE PLAINS, NY
NHTSA Summary:

WHILE DRIVING ABOUT 30 MPH DRIVER PRESSED ON THE ACCELERATOR IN ORDER TO PASS A VEHICLE ON THE RIGHT HAND SIDE THE VEHICLE REFUSED TO ACCELERATE WHEN PEDAL WAS APPLIED, AND FINALLY ACCELERATED AFTER A FEW SECONDS.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10117289
Date of Incident: 20050316
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: EL CERRITO, CA
NHTSA Summary:
WHILE DRIVING THE CONSUMER'S VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING. THE CONSUMER HIT THE BRAKE PEDAL BUT IT WENT DOWN TO THE FLOOR AND THE VEHICLE DID NOT STOP. JUST AS QUICKLY AS THE VEHICLE STARTED ACCELERATING IT STOPPED. THE VEHICLE WAS TOWED TOTEH DEALER BUT HEY WERE UNABLE TO FIND ANYTHING WRONG. *AK *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10134576
Date of Incident: 20050318
Vehicle: 2005 LEXUS ES330
Location of Incident: EAST HAMPTON, NY
NHTSA Summary:
DT. THE CAR IS 2005 LEXUS ES 330. WHEN ENTERING THE EXPRESSWAY AT LOW SPEEDS UNDER 10 MPH AND ATTEMPTING TO ACCELERATE TO MERGE WITH ONCOMING TRAFFIC THERE WAS A HESITATION OF ONE SECOND OR MORE WHERE NOTHING HAPPENS. THEN SUDDENLY THE CAR SURGED OUT OF CONTROL. TOOK VEHICLE TO THE DEALER.E AND DEALER SAID THIS WAS NORMAL, AND WAS FUNCTIONING THE WAY IT SHOULD FUNCTION THE DEALER MADE AN ADJUSTMENT, BUT CONSUMER DID NOT KNOW ON WHAT THE ADJUSTMENT WAS PERFORMED ON. NO REPLACEMENTS, BUT AFTERWARDS, THE ADJUSTMENT DID NOT CORRECT THE PROBLEM CONSUMER HAS NOT CONTACTED LEXUS AT THIS TIME *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10116560
Date of Incident: 20050321
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BREA, CA
NHTSA Summary:
WHEN ATTEMPTING TO LEAVE PARKING SPACE MY 2004 CAMERY V6 WITH BRAKE DEPRESSED CAR CAR ACCELERATED WITH VERY HIGH RPM. COULD NOT STOP THE CAR HITTING A GMC TRUCK. WHEN CAR COULD NOT MOVE THE TRUCK IT STOPPED.DROVE HOME WITH NO PROBLEM. CALLED DEALER THEY STATED IF THE CAR WAS NOT HAVING THE PROBLEM NOW THEY COULDN'T FIX IT . AFTER DRIVING IT MY HUSBAND HAD THE SAME PROBLEM. WE TOOK IT TO THE DEALER AND DIDNT WANT THE CAR BACK UNTIL THE PROBLEM WAS CORRECTED. DEALER COULD NOT DUPLICATE PROBLEM. RETURNED CAR AFTER STATING THEY WOULD START FILE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10117275
Date of Incident: 20050325
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: NEWBURGH, IN
NHTSA Summary:
WHILE PULLING INTO THE GARAGE VEHICLE SUDDENLY AND UNEXPECTEDLY ACCELERATED AND LURCHED FORWARD THROUGH THE GARAGE WALL INTO THE DINING ROOM OF CONSUMER'S HOME. VEHICLE WAS TOWED TO THE DEALER *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10116409
Date of Incident: 20050326
Vehicle: 2004 TOYOTA MATRIX
Location of Incident: HERNDON, VA
NHTSA Summary:
MY 2004 TOYOTA MATRIX HAS EXPEREINCED SUDDEN ACCELERATION WHILE MY FOOT WAS ON THE BRAKE SEVERAL TIMES SINCE I HAVE PURCHASED IT. I HAVE ALWAYS BEEN ABLE TO STOP THE CAR FROM MOVING FORWARD BY FURTHER DEPRESSING THE BRAKE BUT ON SATURDAY MARCH 26 WHILE AT A STOP SIGN, THE SUDDEN ACCELERATION HAPPENED AGAIN AND I WAS UNABLE TO IMMEDIATELY STOP MY CAR FROM LURCHING FORWARD. IT MOVED SEVERAL INCES INTO ONCOMING (PERPENDICULAR) TRAFFIC BEFORE I FINALLY THREW IT INTO PARK AND PULLED THE EMERGENCY BRAKE TO STOP IT NO ACCIDENT OCCURRED BUT IT CAME CLOSE, AND I HAD MY TODDLER IN THE BACK SEAT, SO I CONSIDER THIS A SERIOUS MATTER. I TOOK IT TO MY DEALERSHIP (OURISMAN TOYOTA IN CHANTILLY, VA) THAT MONDAY, AND THEY KEPT IT FOR TWO DAYS. THEY RAN ALL DIAGNOSTIC TESTS POSSIBLE AND FOUND NO PROBLEM. NOTHING WAS FIXED BECAUSE NO TEST SHOWED A PROBLEM BUT I AM SCARED TO DRIVE MY CAR -- THE SUDDEN ACCELERATION HAPPENS ONLY RANDOMLY AND CANNOT BE PREDICTED. I DRIVE WITH ONLY ONE FOOT SO THIS IS NOT A CASE OF TWO-FOOTED DRIVING AND ACCIDENTAALLY STEPPING ON THE ACCELERATOR IN EACH CASE MY FOOT WAS OFF THE ACCELERATOR AND ON THE BRAKE *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10117084
Date of Incident: 20050329
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: TEMPE, AZ
NHTSA Summary:
VEHICLE WAS RUNNING WHILE THE DRIVER WAS SITTING INSIDE OF THE PARKING LOT VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY. DRIVER APPLIED THE BRAKES AND THE PEDAL WENT TO THE FLOOR. DRIVER WAS UNABLE TO MAINTAIN CONTROL OF THE VEHICLE AND IT CRASHED INTO A BRICK WALL. UPON IMPACT, BOTH AIR BAGS DID NOT DEPLOY. NO INJURIES REPORTED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285997
Date of Incident: 20050401
Vehicle: 2005 TOYOTA HIGHLANDER

Location of Incident: MANASSAS, VA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA HIGHLANDER. WHILE DRIVING 53 MPH SHE EXPERIENCED UNINTENDED VEHICLE ACCELERATION. SHE WAS ABLE TO DECELERATE. THE VEHICLE WAS TOWED TO THE DEALER, AND A TECHNICIAN CONCLUDED THAT THE PLASTIC PANEL BEHIND THE AIR CONDITIONING SYSTEM FELL OFF AND SUBSEQUENTLY FELL BETWEEN THE ACCELERATOR PEDAL; WHICH CAUSED THE PEDAL TO STICK. THE FAILURE AND CURRENT MILEAGES WERE 23,600
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10116280
Date of Incident: 20050402
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: ROSEVILLE, CA
NHTSA Summary:
I WAS TURINING INTO THE PARKING AREA AT MY COMPLEX I ATTEMPTED TO SLOW DOWN AND APPLIED THE BRAKES AS I NORMALL WOULD TO TURN INTO MY PARKING SPACE. AS I STARTED TO BRAKE, THE CAR STARTED TO ACCELERATE. I MADE A CONSCIOUS EFFORT TO LIFT MY FOOT OFF BOTH PEDALS TO BE SURE I WAS NOT PRESSING THE ACCELORATOR INSTEAD OF THE BRAKE. THE VEHICLE KEPT ACCELERATING. I IMMEDIATELY STARTED TO APPLY THE BRAKE, WHICH DID NOT SLOW THE VEHICLE. WHEN I REALIZED THAT I WAS NOT SLOWING DOWN, I ABORTED THE TURN INTO THE PARKING SPACE AND STRAIGHTENED OUT THE VEHICLE TO AVOID HITTING OTHER PARK CARS AND TO GIVE MORE TIME AND DISTANCE TO SAFELY BRAKE. THE VEHICLE WOULD NOT SLOW, AND KEPT ACCELERATING, CAUSING IT TO GO UP AND OVER THE CONCRETE CURB/SIDEWALK, AND RIGHT INTO A SET OF STAIRS AT THE COMPLEX. NO ONE WAS INJURED, MYSELF INCLUDED, BUT THE STAIRCASE, NEEDLESS TO SAY, IS DEMOLISHED, AS IS THE ENTIRE FRONT END OF MY CAMRY. VEHICLE IS AT BODY SHOP AS OF NOW, NO ASSESSMENT HAS BEEN DONE. I DID, HOWEVER, EARLIER THIS EVENING SIMPLY LOG ONTO GOOGLE WHERE I TYPED IN "TOYOTA CAMRY ACCELERATOR STICKING" AND CAME UP WITH THE FOLLOWING LINK. HTTP://SUBSCRIPT.BNA.COM/SAMPLES/PLD.NSF/0/33A2947408D24D5185256E530003CAC?OPENDOCUMENT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10117472
Date of Incident: 20050403
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CHARLOTTE, NC
NHTSA Summary:
AFTER THE VEHICLE WAS PULLED THROUGH THE CAR WASH WHILE IDLING THE ATTENDANT MOTIONED THE CONSUMER TO DRIVE THE VEHICLE OUT OF THE CAR WASH. CONSUMER SHIFTED VEHICLE INTO DRIVE AND IT SUDDENLY AND UNEXPECTEDLY ACCELERATED AND LURCHED FORWARD AT HIGH SPEED AND HIT A TREE BEFORE STOPPING. CONSUMER AND PASSENGER SUSTAINED MINOR INJURIES TO THE BODY, BUT THEY DECLINED TRANSPORTATION TO THE LOCAL HOSPITAL. MANUFACTURER AND THE DEALER WERE NOTIFIED.*AK
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10144638
Date of Incident: 20050409
Vehicle: 2002 TOYOTA TUNDRA
Location of Incident: LANCASTER, KY
NHTSA Summary:
DT: THE CONTACT STATES THE ENGINE SURGED WHEN PULLING OUT FROM A STOP POSITION. AS SOON AS IR ACCELERATED IT SURGED FORWARD. THE ACCELERATION WAS MORE THAN EXPECTED BASED ON THE PRESSURE BEING APPLIED TO THE GAS PEDAL. THE DEALERSHIP SERVICED THE VEHICLE FIVE TIMES, INCLUDING LUBRICATING THE ENTIRE ACCELERATION SYSTEM, AND COULD NOT DIAGNOSE OR DUPLICATE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10117998
Date of Incident: 20050412
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: GRANDVILLE, MI
NHTSA Summary:
I PULLED INTO A BUSINESS PARKING LOT AND CAME TO A COMPLETE STOP, SHIFTED INTO REVERSE, TOOK MY FOOT OFF THE BRAKE, SLIGHTLY TOUCHED THE ACCELERATOR, REMOVED MY FOOT FROM THE ACCELERATOR AND THE CAR SUDDENLY ACCELERATED RAPIDLY ON ITS OWN. I FIRMLY APPLIED THE BRAKE TO STOP BUT THE CAR CONTINUED TO ACCELERATE. THE ACTION OF THE BRAKES LEFT A LONG PATCH OF RUBBER, BUT DID NOT SLOW THE CAR. AFTER STRIKING AN SUV, MOVING IT OUT OF THE WAY AND INTO ANOTHER CAR, THE CAR CONTINUED TO ACCELERATE UNTIL IT WAS STOPPED BY A METAL LIGHT POLE. THE CAR HAS YET TO BE EXAMINED BY A TOYOTA DEALERSHIP *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10145363
Date of Incident: 20050413
Vehicle: 2005 LEXUS LS430
Location of Incident: CHERRY HILL, NJ
NHTSA Summary:
THE CONSUMER EXPERIENCED SUDDEN ACCELERATION IN HER 2005 LEXUS LS 430 WHILE PULLING INTO A PARKING LOT . *NM THE CONSUMER DOESN'T THINK THE AIR BAG INFLATED ALL THE WAY BECAUSE HER NOISE HIT THE STEERING WHEEL. HER RIGHT SHIN SMASHED INTO THE DASHBOARD WHICH RESULTED IN A VERY LARGE HEMATOMA ON HER RIGHT SHIN. SMOKE STARTED COMING OUT OF THE STEERING COLUMN AND SOON AFTER FLAME COULD BE SEEN THROUGH THE HEAVY SMOKE. THE FIRE WAS EXTINGUISHED BY THE FIRE DEPT. IT TOOK 6 1/2 FOR THE VEHICLE TO BE REPAIRED. THE CONSUMER REQUEST THAT THE MANUFACTURER REIMBURSE HER FOR HER MEDICAL BILLS, RENTAL PAYMENTS, LEASE PAYMENTS AND AMOUNT PAID TO LAWYER. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10132724
Date of Incident: 20050419
Vehicle: 2003 TOYOTA AVALON
Location of Incident: BARTLESVILLE, OK

NHTSA Summary:
2003, TOYOTA AVALON, BACKING UP, SUDDEN ACCELERATION, POLE STOPPED CAR, BRAKES DIDN'T STOP RACING ENGINE, PUT CAR IN DRIVE, SHOT FORWARD INTO GOLF COURSE, BRAKES WOULDN'T WORK, PUT CAR IN PARK, DIDN'T STOP CAR, HIT TREES, UTILITY POLE, TRIED TO STEER, LITTLE OR NO RESPONSE, TURNED KEY OFF, CAR FINALLY STOPPED, CAR TOTALED, AIRBAGS DID NOT DEPLOY, SEAT BELT ON, BUT IMPACT MADE HEAD HIT LEFT SIDE OF WINDSHIELD, RECEIVED CONCUSSION, OVERNIGHT HOSPITAL STAY. REPORTED TO TOYOTA, THEY WANTED CAR, WE REFUSED TO LET THEM HAVE IT, TOYOTA SENT INSPECTOR HE REFUSED TO OPEN HOOD, OR PUT AUTO ON HOIST TO EXAMINE, REFUSED TO EXAMINE, JUST TOOK PICTURES. THEN TOYOTA ATTORNEY SENT LETTER SAYING THEY COULDN'T SEE FROM THEIR EXAMINATION THAT THE CAR FAILED. HAD 3 WITTNESS THAT TOYOTA INSPECTOR REFUSED TO INSPECT CAR. MY AUTOMOBILE INSURANCE TOTALED AUTO AND SETTLED, THEY TOOK AUTO. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10124459
Date of Incident: 20050420
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: GRESHAM, OR
NHTSA Summary:
DT: CONSUMER STATES THAT THE VEHICLE TAKES OFF BY ITSELF. THIS CAN HAPPEN WHILE AT A TRAFFIC LIGHT WITH FOOT ON BRAKE. AT ONE TIME CONSUMER WAS PUTTING THE CAR ON PLANKS TO CHANGE OIL AND THE VEHICLE ACCELERATED, AND HIT CONSUMER'S SPOUSE, WHO SUSTAINED INJURIES.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10126249
Date of Incident: 20050505
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: BRIDGEPORT, WV
NHTSA Summary:
NEW VEHICLE DRIVEN 108 MILES. THE ONLY PROBLENS NOTICES WAS THE RADIO WOULD TURN ITSELF ON WHEN HITTING A SLIGHT BUMP IN THE ROAD. CRUISE CONTROL LIGHT DID NOT GO OFF WHEN BRAKES WERE ENGAGED, BUT WOULD DISCONNECT CRUISE CONTROL. WAS PARKING IN A MALL PARKING LOT PARRALL TO ACCESS ROAD SPEED NO MORE THAN 1 OR 2 MPH. FRONT WHEEL DROPPED INTO HOLE. THE ACCELORATOR CAUSED THE CAR TO LURCH FORWARD. APPLIED BRAKES BUT WAS UNABLE TO KEEP CAR FROM MOVING FORWARD AT A SLOW SPEED OF 5 MPH. TURNED RIGHT, TO AVOID STRIKING HANDICAP PARKING SIGN, INTO THE PATH OF A PICKUP TRUCK TRAVELING ON MALL ACCESS ROAD. STRUCK TRUCK AND CONTINUED FORWARD TOWARD PEDESTRIANS ON SIDEWALK. MANAGED TO AVOID THEM AND THE ENGINED STOPPED AT THAT POINT. I APPLIED THE BRAKE SO HARD I INJURED MY RIGHT HAMSTRING MUSCLE AND WAS UNABLE TO WALK. TOYOTA SEIZED VEHICLE FOR INSPECTION AND HAS NOT RELEASED OR INSPECTED IT AS OF THIS DATE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10120280
Date of Incident: 20050508

Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PANAMA CITY, FL
NHTSA Summary:
AS I PUT CAR ON DRIVE,IT JUST ACCELARATED OUT OF CONTROL..BRAKES DID NOT WORK.EMERGENCY BRAKE NEITHER.THANKS TO CURB I DID NOT RUN THRU A FENCE THAT SEPARATES SUPERMARKET'S PARKING LOT AND HOUSING'S PLAYGROUND FULL OF KIDS AND PARENTS ENJOYING MOTHER'S DAY.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10120314
Date of Incident: 20050508
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: WENDELL, NC
NHTSA Summary:
DT: 5/8/05 10:15 AM AT A STOPLIGHT VEHICLE WAS STOPPED. THEN THE CAR ACCELERATED ON ITS OWN AND HIT CAR IN FRONT. CAR VEERED TO LEFT. KEY HAD TO BE REMOVED IN ORDER TO STOP THE CAR. ALL BRAKES FAILED. REGULARLY SERVICED AND RECORDS AVAILABLE.*AK NO PREVIOUS PROBLEMS WITH VEHICLE EVER.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10127613
Date of Incident: 20050516
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: PLAINFIELD, IL
NHTSA Summary:
OWNER OF 2005 TOYOTA SIENNA LE MINIVAN PURCHASED IN DECEMBER 2004 1. NOTICED THAT THIS PROBLEM STARTED TO OCCUR OVER THE LAST TWO MONTHS AND THE OCCURRENCE HAS INCREASED IN FREQUENCY. 2. DESCRIPTION OF PROBLEM: WHEN DEPRESSING THE ACCELERATOR PEDAL TO ACCELERATE FROM A STOP, THE THROTTLE WILL OCCASIONALLY FAIL TO RESPOND TO THE INITIAL PRESSURE BEING APPLIED TO THE PEDAL. CONTINUING TO DEPRESS, OR APPLYING ADDITIONAL PRESSURE TO, THE ACCELERATOR PEDAL WILL EVENTUALLY CAUSE THE THROTTLE ON THE ENGINE TO ENGAGE AND THIS RESULTS IN AN UNANTICIPATED SURGE IN ENGINE OUTPUT AND ACCELERATION. MY CONCERN IS THAT THIS UNANTICIPATED ENGINE SURGE AND ACCELERATION COULD LEAD TO AND/OR CAUSE A TRAFFIC ACCIDENT. 3. BROUGHT THIS PROBLEM/ISSUE TO THE ATTENTION OF THE SERVICE DEPARTMENT AT LOMBARD TOYOTA (LOMBARD, ILLINOIS). SPOKE WITH TWO DIFFERENT SERVICE WRITERS AT LOMBARD TOYOTA AND THEY BOTH MENTIONED THAT THIS WAS A KNOWN ISSUE BY BOTH TOYOTA AND THE DEALERSHIP. LOMBARD TOYOTA MENTIONED THAT THEY ARE CURRENTLY UNABLE TO DO ANYTHING TO CORRECT THIS PROBLEM/ISSUE AT THIS TIME
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10121647
Date of Incident: 20050518
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: RICHMOND, VA
NHTSA Summary:

2005 CAMRY XLE V6. CAR HESITATES OR LAGS UPON ACCELERATION. FROM DEAD STOP ACCELERATOR PEDAL HAS A LAG BEFORE CAR WILL ACCELERATE. WHILE MERGING ONTO HIGHWAY, CAR WILL HESITATE WHEN DEPRESSING THE ACCELERATOR BEFORE THE CAR WILL ACCELERATE. DROVE ANOTHER 2005 CAMRY V6 AND EXPERIENCED THE SAME THING
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10122416
Date of Incident: 20050525
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: MURFREESBORO, TN
NHTSA Summary:
I WAS BACKING OUT OF A PARKING SPACE IN A PARKING LOT. I PUT THE CAR IN REVERSE, PLACE MY FOOT ON THE BRAKE, PUT THE CAR INTO DRIVE, LIFTED MY FOOT OFF OF THE BRAKE AND THE CAR IMMEDIATELY BEGAN TO ACCELERATE WITHOUT MY FOOT EVEN TOUCHING THE ACCELERATOR. WHEN I PUT MY FOOT ON THE BRAKE, THE BRAKE PEDAL WENT ALL THE WAY DOWN TO THE FLOOR WITHOUT STOPPING THE VEHICLE. THE VAN STRUCK ANOTHER VEHICLE THAT WAS PARKED IN THE PARKING LOT, WENT OVER THE CURB OF THE PARKING LOT, DOWN AN EMBANKMENT INTO A RAVINE AND HEADED TOWARDS A TREE. THE PASSENGER THAT WAS IN THE FRONT SEAT THEN REACHED OVER AND PUT THE CAR INTO PARK, WHICH BROUGHT THE CAR TO A STOP. THE WHOLE TIME THE CAR WAS MOVING I WAS TRYING TO STOP THE CAR BY PUMPING THE BRAKES, BUT THEY DID NOT WORK. THE CAR WAS ACCELERATING THE ENTIRE TIME UNTIL THE PASSENGER STOPPED IT BY SHIFTING INTO PARK. THE AIRBAGS DID NOT DEPLOY. DAMAGE WAS DONE TO THE FRONT PASSENGER BUMPER AND SIDE OF THE CAR. THE DRIVER'S SIDE FRONT TIRE EXPLODED. AFTER THE ACCIDENT, THE BRAKES DID FUNCTION
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10129972
Date of Incident: 20050604
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: ROXBURY, MA
NHTSA Summary:
DT: THE CONSUMER OWNS A 2005 TOYOTA CAMRY; SHE TOOK THE VEHICLE TO THE CAR WASH. THE VEHICLE WAS PUT INTO NEUTRAL. ONCE IT CAME OFF OF THE CONVEYER BELT SHE ENTERED IN THE VEHICLE. PUT HER FOOT ON THE GAS AND THE VEHICLE DID NOT MOVE. THE VEHICLE WAS PUT INTO DRIVE WITH HER FOOT ON THE BRAKE. THE VEHICLE ACCELERATED INTO TRAFFIC. THE VEHICLE HIT A MEDIAN STRIP. THE AIRBAGS DEPLOYED, AND THE CONSUMER WAS KNOCKED UNCONSCIOUS. SHE THEN HIT A SCHOOL BUILDING. SHE HAS A FRACTURED LEG, NECK AND A TORN ROTOR CUFF. THE VEHICLE WAS INSPECTED BUT NOTHING WAS FOUND. THIS HAPPENED JUNE 4, 2005. THE CONSUMER IS NOT SURE WHETHER THERE WAS A POLICE REPORT TAKEN. SHE WAS TAKEN TO THE EMERGENCY ROOM IMMEDIATELY AND HAS NOT LEFT THE HOSPITAL SINCE. THE VIN WAS NOT AVAILABLE, SHE IS STILL IN HOSPITAL. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10129705
Date of Incident: 20050604

Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: LARGO, FL
NHTSA Summary:
DT: CALLER SAID THAT TWICE HIS VEHICLE WOULD NOT ACCELERATE WHEN HITTING THE GAS PEDAL. WHEN PRESSING THE GAS PEDAL TO PASS A CAR NOTHING HAPPENED FOR A FEW SECONDS. DEALER SAID THERE WAS NOTHING THEY COULD DO ABOUT IT, AND THAT WAS THE WAY THE VEHICLE WA SDESIGNED. DEALER SAID THEY COULD NOT DUPLICATE THE PROBLEM. MANUFACTURER HAS NOT BEEN CONTACTED YET *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10135915
Date of Incident: 20050605
Vehicle: 2003 TOYOTA HIGHLANDER
Location of Incident: WALDOBORO, ME
NHTSA Summary:
DT: 2003 TOYOTA HIGHLANDER V6- THE CONSUMER DROVE OFF THE LOT ON JUNE 3, 2003. THE CRUISE CONTROL BEHAVED ERRATICALLY AND IT OFTEN FELT AS IF IT WAS ACCELERATING A COUPLE OF MILES BEHIND THE DESIRED SPEED. THE CONSUMER REQUESTED TO PASS THIS TURKEY WHICH YIELDED DIFFERENT RESULTS. THERE IS SOMETIMES AWKWARD DOWN SHIFTING AND RAPID ACCELERATION WHICH IS PRECEDED BY HESITATION. THE CONSUMER APPROACHED A VILLAGE INTERSECTION, DOWNHILL WITH HIS FOOT ON THE BRAKE. THE CONSUMER TOOK HIS FOOT OFF OF THE BRAKE AND BEGAN TO MAKE A LEFT TURN ONTO DESIRED STREET. THE CONSUMER TRIED TO APPLY A BIT OF GAS AND NOTHING HAPPENED. THE CONSUMER TRIED TO APPLY A BIT MORE GAS AND AGAIN NOTHING HAPPENED. THE THIRD TIME THE CONSUMER ADDED A BIT MORE GAS AND THE VEHICLE ACCELERATED TOO FAST CAUSING THE DRIVER'S AND PASSENGER'S HEADS TO TIP BACK. THIS WAS A NARROW MAIN STREET IN A MAIN VILLAGE. THERE WERE LOTS OF POSSIBLE TARGETS, CARS/ KIDS BIKES, AND OTHERS. THEN THERE WAS THE UNANTICIPATED DOWN SHIFTING FOR BRAKING EFFECT THAT TIPPED HEADS FORWARD, BUT THAT WAS ANOTHER STORY FOR ANOTHER DAY, AND NOT QUITE AS ANNOYING OR NEARLY OF THE SAME CONCERN. THE DEALER'S SERVICE MANAGER FIRST ASSERTED THAT THERE WERE NO ADJUSTMENTS ACCESSIBLE FOR THE MECHANICS. INABILITY TO DO SOMETHING. AFTER APPLYING MORE GAS AND VEHICLE HESITATION CONSUMER SEARCHED FOR A TECHNICAL SERVICE BULLETIN (TSB) AND FOUND NONE, BUT FOUND ONE FROM JUNE 3, 2005 THAT RELATED TO RECALIBRATING OF THE TRANSMISSION. ABSOLUTELY NO MENTION OF EXPRESSIONS OF CONCERN OR EARLIER TSBS. *AK *MR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10173082
Date of Incident: 20050607
Vehicle: 2005 TOYOTA COROLLA
Location of Incident: LAGUNA HILLS, CA
NHTSA Summary:
DT*. THE CONTACT STATED WHILE DRIVING 25 MPH ON NORMAL ROAD CONDITIONS THE VEHICLE MAINTAINED THE SAME SPEED WITHOUT DEPRESSING THE ACCELERATOR PEDAL. THE PROBLEM PERSISTED AT ANY SPEED THERE AFTER. THERE WERE NO WARNING LIGHTS ILLUMINATED PRIOR THE INCIDENT. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHO OBSERVED NO ABNORMALITIES AFTER A DIAGNOSTIC CHECKUP AND ROAD TEST. THE DEALER ALSO STATED THERE WAS NOT A MECHANISM TO SLOW DOWNS THE SPEED AS THERE USED TO BE IN OLDER MODELS. THE VEHICLE WAS TAKEN

TO A DIFFERENT DEALERSHIP FOR A SECOND OPINION WHO DETERMINED THERE WAS A VALVE STUCK OPEN IN THE FUEL SYSTEM AND REPAIR IT. BUT THE PROBLEM WAS PERSISTED. THE MANUFACTURER WAS CONTACTED WHO REFERRED THE CONTACT TO A DEALERSHIP. THE CONTACT EXPRESSED CONCERN BECAUSE THE ONLY WAY TO REDUCE THE SPEED WAS BY DEPRESSING HARD ON THE BRAKE PEDAL TO PREVENT A COLLISION. UPDATED 12/5/2006 - *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10127269
Date of Incident: 20050620
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: WILLINGTON, DE
NHTSA Summary:
DT: CALLER'S MOTHER-IN-LAW JUST GOT HER CAR WASHED AND WHEN SHE PULLED OUT OF THE CAR WASH, THE VEHICLE ACCELERATED WITHOUT WARNING. SHE PUMPED THE BRAKES AND TRIED TO STOP THE CAR, AND IT WOULD NOT STOP. THE CAR WENT INTO AN 8 LANE HIGHWAY AND WAS HIT BY AN 18 WHEELER AND A PICKUP TRUCK. DRIVER SUSTAINED INJURIES AND SO DID THE DRIVER OF THE PICKUP TRUCK. TRACTOR TRAILER DRIVER REFUSED TREATMENT. VEHICLE WAS TOTALED. MANUFACTURER WAS CONTACTED, AND WILL BE GETTING BACK TO CALLER. CALLER STATED SHE JUST FOUND OUT THAT IN THE SPRING HER MOTHER-IN-LAW STARTED THE VEHICLE AND THE ENGINE RACED WHILE IT WAS IN PARK. THE ONLY WAY TO STOP IT WAS TO TURN IT OFF. AFTER THE ACCIDENT THE TACHOMETER SHOWED 7000 RPMS, AND THE SPEEDOMETER INDICATED 100 MPH. POLICE REPORT WAS FILED *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10126111
Date of Incident: 20050621
Vehicle: 2003 LEXUS ES300
Location of Incident: DOTHAN, AL
NHTSA Summary:
AS I WAS PULLING INTO A PARKING SPACE, MY 2003 LEXUS ES SUDDENLY ACCELERATED AND WENT OVER THE CURB AND A SMALL GRASS EMBANKMENT. I IMMEDIATELY APPLIED BRAKES AND IT DID START SLOWING DOWN. I FINALLY GOT THE CAR STOPPED. THANKFULLY NO ONE WAS IN THAT PARKING LOT. DON'T KNOW WHAT DAMAGE HAS BEEN DONE TO THE CAR. THIS IS FRIGHTENING BECAUSE THERE WAS ABSOLUTELY NO CONTROL OVER THE CAR.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10127859
Date of Incident: 20050630
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: REDDING, CA
NHTSA Summary:
I WAS BRAKING FOR A STOPLIGHT. AFTER COMING TO A COMPLETE STOP THE ENGINE BEGAN TO RACE WITH THE RPMS RISING ABOVE 4000 BEFORE I TURNED OFF THE IGNITION. I HAD TO PRESS DOWN ON THE BRAKE PEDAL AS HARD AS I COULD AND WAS BARELY ABLE TO HOLD THE CAR AT THE INTERSECTION. THIS WAS THE SECOND TIME THIS HAD HAPPENED. THE FIRST TIME OCCURRED APPROXIMATELY 2 MONTHS EARLIER.

DURING THAT INCIDENT, THE ENGINE RACED TO OVER 6,000 RPMS BEFORE I SHUT OFF THE IGNITION. AFTER BOTH INCIDENTS, I TOOK THE CAR TO LITHIA TOYOTA IN REDDING, CA. BOTH TIMES THEY SAID THAT NO ERROR CODES WERE SET AND SINCE THE CAR ENGINE DID NOT RACE DURING THE TEST DRIVES, THERE WAS NOTHING WRONG WITH IT. THEY STATED THA THEY HAD NEVER HEARD OF ANY OTHER TOYOTA VEHICLES BEHAVING IN THIS MANNER, YET I FOUND 25 SIMILAR COMPLAINTS REGARDING THE 2004 CAMRY ON THIS WEBSITE, AND 21 SUCH COMPLAINTS FOR 2002 THROUGH 2005 MODEL YEAR COROLLAS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10138711
Date of Incident: 20050630
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: HAMPTON, TN
NHTSA Summary:
DT: CONTACT OWNS A 2005 TOYOTA SIENNA. THE VEHICLE HAS SEVERE HESITATION, ALMOST IMPOSSIBLE TO DRIVE THE VEHICLE ON A WET ROAD OR ON A SNOWY ROAD. GAS PEDAL AND TRANSMISSION DO NOT SEEM TO CONNECT. NO CRASHES. NO POLICE REPORTS. NO FIRES. THE VEHICLE HAS BEEN TO TOYOTA DEALER 5 TIMES. THE MECHANIC CAME BACK AND SAID THEY FOUND NOTHING WRONG WITH VEHICLE. *AK (11/08/05) THE TRANSMISSION WOULD DOWN SHIFT VERY HARSH ON TURNS AND ON HILLS. THE SERVICE DEALER PLACED AN UPGRADED COMPUTER IN THE VEHICLE BUT THE PROBLEM WORSENED. *SC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10127521
Date of Incident: 20050701
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PHOENIX, AZ
NHTSA Summary:
DT: CONSUMER STATED VEHICLE ACCELERATED WHILE IN REVERSE FOR THE SECOND TIME. THE VEHICLE MADE U LIKE TURN AND HIT AN ELECTRICAL BOX WHICH CAUSED THE POWER TO GO OUT IN APPROXIMATELY THREE HOMES AND DAMAGED THE VEHICLE. WHEN THE VEHICLE WAS FIRST DELIVERED IN APRIL 2002 THIS HAPPENED. BUT CONSUMER THOUGHT IT WAS BECAUSE IT WAS A NEW VEHICLE. ON JULY 5, 2005 A POLICE REPORT WAS FILED, AND THE VEHICLE WAS TOWED AND WAS TAKEN TO BELL TOYOTA. WHILE THE VEHICLE WAS IN REVERSE IT CONTINUED TO ACCELERATE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10127662
Date of Incident: 20050703
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: KELSO, WA
NHTSA Summary:
DT: 2005 TOYOTA CAMRY XLE. CRUISE CONTROL DOES NOT HOLD VEHICLE BACK. THIS IS NOT A PROBLEM ON LEVEL GROUND OR UP HILL. IF THE VEHICLE IS GOING DOWN HILL, THE CRUISE CONTROL WILL NOT STAY, CAUSING THE VEHICLE TO ACCELERATE AT A FASTER SPEED THAN IS SAFE UNDER THE CIRCUMSTANCES. AFTER THE CONSUMER PURCHASED THE VEHICLE, THE DEALER AND THE MANUFACTURER TOLD CONSUMER

THAT WAS THE WAY THE VEHICLE PERFORMED CONSUMER CONSIDERS THIS IS A SAFETY ISSUE, AND IT IS NOT ACCEPTABLE. CONSUMER FILED A COMPLAINT # 20050706 ON JULY 6, 2005 WITH TOYOTA. THERE ARE NO OTHER KNOWN PROBLEMS WITH THIS VEHICLE AND IT IS STILL UNDER WARRANTY. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293547
Date of Incident: 20050708
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: SAN JOSE, CA
NHTSA Summary:

TL* THE CONTACT OWNS A 2000 TOYOTA CAMRY. THE ACCELERATOR PEDAL BECOMES STUCK WHILE IN FIRST AND SECOND GEAR TO RELEASE THE ACCELERATOR PEDAL HE HAS TO STOMP ON THE PEDAL. ALSO HE EXPERIENCES DIFFICULT STEERING WHILE DRIVING. THE MANUFACTURER WAS NOTIFIED BUT NO ASSISTANCE WAS PROVIDED THE CURRENT MILEAGE WAS 65,000. THE FAILURE MILEAGE WAS 35,000

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10128303
Date of Incident: 20050711
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: AUGUSTA, GA
NHTSA Summary:

CONSUMER STATES: HIS CAR HESITATES WHEN HE ACCELERATES. HE JUST BOUGHT THE CAR 2 WEEKS AGO AND IT HAS BEEN DOING IT SINCE HE BOUGHT THE CAR. IT MAINLY HAPPENS WHEN HE IS SLOWING DOWN, WHEN HE PRESSES THE GAS PEDAL, IT TAKES ABOUT 1 OR 2 SECONDS TO ENGAGE. HE IS CONCERNED THIS WILL HAPPEN IN CONGESTED TRAFFIC. HE HAS NOT YET TALKED TO THE DEALER. HE HAS NOT YET TALKED TO THE MANUFACTURER BUT HE PLANS ON DOING THAT TODAY. CONSUMER WAS ONLY ABLE TO PROVIDE THE CITY, STATE AND PHONE NUMBER OF THE DEALER. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10129267
Date of Incident: 20050717
Vehicle: 2004 LEXUS ES330
Location of Incident: ANTIOCH, CA
NHTSA Summary:

2004 LEXUS ES 330 HAS SEVERE HESITATION AND SURGING PROBLEMS WHEN TRYING TO ACCELERATE UNDER TRAFFIC CONDITIONS SUCH AS MERGING ONTO FREEWAY WHERE YOU MIGHT NEED TO SLOW AND THEN ACCELERATE. WE EXPERIENCED DANGEROUS SITUATIONS DUE TO HESITATION AND THEN SUDDEN SURGE. SECOND TRIP TO DEALER AND THEY SAY IT'S A KNOWN PROBLEM AND THERE IS NOTHING THEY CAN DO. I BELIEVE IT IS A SAFETY ISSUE AND A RECALL SHOULD BE ENFORCED. LEXUS SEEMS TO THINK IT IS ONLY AN INCONVENIENCE

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10130854
Date of Incident: 20050727
Vehicle: 2002 LEXUS ES300
Location of Incident: SAN FRANSISCO, CA
NHTSA Summary:

DT. CONSUMER OWNED A 2002 ES 300. CONSUMER WAS GETTING INTO A PARKING PLACE WHEN HE WENT OVER A SPEED BUMP. HE STOPPED WITH VEHICLE IN REVERSE. THEN, PLACED THE CAR IN DRIVE AND THE VEHICLE SURGED FORWARD. CONSUMER TRIED TO APPLY BRAKE AND BRAKES FAILED. THE VEHICLE WOULD NOT STOP. ENDED UP STRIKING A CONCRETE PILLAR. THERE WERE NO INJURIES. NO POLICE REPORT. BUT IT WAS REPORTED TO INSURANCE COMPANY. THE VEHICLE WAS MOVING FORWARD WITH GREAT FORCE AND BRAKES COULD NOT STOP VEHICLE. CONSUMER WAS AWARE OF AN INVESTIGATION THAT WAS IN PROGRESS ON THIS MATTER. ALTHOUGH INVESTIGATION WAS OFFICIALLY CLOSED. NHTSA SAID THAT THEY WOULD MONITOR THESE TYPE OF VEHICLES. CONSUMER SAID THAT INVESTIGATION WAS ON THE ELECTRONIC THROTTLE CONTROL. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10131375
Date of Incident: 20050729
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: SIVLERSPRING, MD
NHTSA Summary:

DT. ON JULY 29, 2005 WHEN THE CONSUMER PRESSED THE BRAKE PEDAL THE VEHICLE ACCELERATED. THIS HAD OCCURRED 3 TIMES. THE VEHICLE HAS A LITTLE OVER 1000 MILES ON IT. THE MANUFACTURER GAVE THE CONSUMER A REFERENCE NUMBER TO GIVE TO THE DEALER WHEN HE TAKES THE VEHICLE TO THEM. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10132899
Date of Incident: 20050804
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: LAKE ZURICH, IL
NHTSA Summary:

I PULLED INTO A PARKING LOT AND MADE A RIGHT TURN TO PULL INTO A PARKING SPACE. I WAS HALFWAY INTO THE SPACE, MY FOOT WAS ON THE BRAKE PEDAL, WHEN I FELT THE VAN JERK-IT THEN SUDDENLY ACCELERATED. WENT OVER THE RAISED CURB IN FRONT,ONTO THE EXIT LANE OF THE SHOPPING CENTER,TURNED AROUND BACK INTO THE PARKING LOT(THE WHEEL WAS TURNED TO THE RIGHT STILL),HIT THE BUILDING BREAKING A COUPLE OF WINDOWS, AND THEN CAME TO A STOP AFTER HITTING A BARRICADED DUMPSTER ALONG THE WAY. ALL THE WHILE I WAS HITTING THE BRAKES, BUT THEY DIDN'T SEEM TO WORK. THE AIRBAG DEPLOYED IN THE PROCESS,THE FRONT OF THE VAN WAS BADLY DAMAGED. THANKFULLY THERE WERE NO PEDESTRIANS IN THE LOT AND I DIDN'T HIT ANY OTHER VEHICLE AND MY SON AND I WALKED AWAY WITH MINOR INJURIES. I HAVE CONTACTED TOYOTA. THEY INSPECTED THE VAN LAST WEEK AND I AM WAITING TO HEAR THEIR REPORT. THE VAN HASN'T BEEN FIXED YET-I AM WAITING TO HEAR FROM TOYOTA AS TO THE NEXT COURSE OF ACTION. ABOUT AN HOUR BEFORE THIS INCIDENT OCCURRED, I WAS PULLING OUT OF ANOTHER PARKING SPACE IN REVERSE,WHEN THE VAN JUST STOPPED AND DIDN'T MOVE. I RESTARTED IT,PUT IT ON REVERSE AND THEN IT MOVED ALRIGHT,WAS BUMPY-I THOUGHT A TIRE

WAS FLAT-STOPPED AND CHECKED TO SEE ALL OF THEM-THEY WERE FINE. AND AFTER THAT ALL WAS SMOOTH AND WELL UNTIL THE CRASH. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10133608
Date of Incident: 20050801
Vehicle: 2003 TOYOTA TACOMA
Location of Incident: EL PASO, TX
NHTSA Summary:

FAULTY APPS (ACCELERATOR PEDAL POSITION SENSOR). VEHICLE IS DESIGNED WITH A COMBINATION OF MECHANICAL AND DRIVE BY WIRE THROTTLE BODY. WHEN ACCELERATING FROM A STOPPED POSITION ACCELERATOR PEDAL IS DEPRESSED WITH NO RESPONSE TO ENGINE OR VEHICLE MOVEMENT. THIS POSES A SAFETY THREAT IF DRIVER IS IN A LIFE OR DEATH SITUATION AND CANNOT MOVE VEHICLE OUT OF HARMS WAY

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10132344
Date of Incident: 20050803
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: FLOWERY BRANCH, GA
NHTSA Summary:

2005 TOYOTA CAMRY SE DEVELOPED A PROBLEM WITH BUILDING UP ACCELERATION AFTER SLOWING DOWN *MR WHEN ACCELERATING FROM A LOW SPEED THE CONSUMER NOTICED HESITATION WHILE TRYING TO REGAIN SPEED. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10131955
Date of Incident: 20050806
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: CRESTWOOD, KY
NHTSA Summary:

DT: CONSUMER OWNED 2004 TOYOTA CAMRY WITH V6 ENGINE. CONSUMER WAS PULLING INTO A PARKING SPOT WHEN THE VEHICLE SUDDENLY ACCELERATED AND SHOT THROUGH THE PARKING SPOT, STRIKING A METAL POST, AND DAMAGING THE PASSENGER'S FRONT OF VEHICLE, THE BUMPER , FRONT FENDER, AND BOTH PASSENGER DOORS. WHEN THE VEHICLE ACCELERATED CONSUMER FELT THAT ACCELERATOR PEDAL LEFT THE BOTTOM OF FOOT AND CONTINUED TO THE FLOORBOARD WITH NO ASSISTANCE. THIS HAPPENED ON AUGUST 6, 2005 AT ABOUT 7:30 PM IN LOUISVILLE, AT TOWN FAIR CENTER ON HURSTBOURN LANE. CONSUMER WENT TO DEALER, AND DEALER REFUSED TO LOOK AT VEHICLE, THEY SAID THAT THEY WERE NOT FAMILIAR WITH ANY PROBLEM LIKE THIS, AND TOLD CONSUMER THAT THE FLOOR MAT STUCK TO THE PEDAL , CAUSING THE ACCELERATION. THERE WAS NO POLICE REPORT. MANUFACTURER WAS CONTACTED AND SAID THEY OPENED A CASE AND DEALER WAS SUPPOSE TO CONTACT CONSUMER IN ABOUT 3 DAYS *AK

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10135085
Date of Incident: 20050812
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: DEWEY, AZ
NHTSA Summary:

DT. VEHICLE STALLED IN THE MIDDLE OF THE ROAD ON AUGUST 12, 2005. TOOK THE VEHICLE TO THE DEALER AND THEY COULD NOT FIND ANYTHING WRONG AND SENT THE CONSUMER HOME WITH THE INVOICE. THERE WAS NO FOR WARNING. ABOUT 6 WEEKS BEFORE WHEN PUSHING ON THE ACCELERATOR PEDAL IT SEEMED LIKE IT TOOK A FEW SECONDS FOR THE VEHICLE TO ACCELERATE. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10133778
Date of Incident: 20050812
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PAINESVILLE, OH
NHTSA Summary:

DT. THE CRUISE CONTROL TOOK OFF AND ACCELERATED ON ITS OWN. WENT TWO YARDS AND HIT A TELEPHONE POLE. UPON IMPACT, THE AIR BAGS DID DEPLOY. CONTACTED TOYOTA. THERE WERE SUPPOSED TO CALL BACK, COME AND LOOK AT VEHICLE. . THIS HAPPENED ON AUGUST 12, 2005. THE CONSUMER DID NOT WANT TO GIVE PHONE NUMBER.*AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10168580
Date of Incident: 20050815
Vehicle: 2006 TOYOTA CAMRY SOLARA
Location of Incident: CICERO, NY
NHTSA Summary:

THROTTLE LAG AT LOW SPEED AND FROM STOP IS INCONSISTENT AND HAS BEEN THE CAUSE FOR SEVERAL CLOSE CALLS WHEN PULLING INTO TRAFFIC. MANUFACTURER WAS INFORMED, DEALER INVESTIGATED, STATES THIS IS NORMAL AND NOTHING CAN BE DONE. THAT LAG IS "ACCEPTABLE". SOME INSTANCES HAVE BEEN SEVERAL SECONDS BEFORE ACTUAL THROTTLE RESPONSE. DRIVER HAS TO USE HARDER ACCELERATION TO COMPENSATE WHEN THIS HAPPENS. THIS IS A SAFETY ISSUE THAT TOYOTA IS AWARE OF BUT DECLINES TO ADMIT IT IS A PROBLEM. DRIVER IS VERY CONCERNED THAT THIS ISSUE WILL BE CAUSE OF AN ACCIDENT. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10133333
Date of Incident: 20050817
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: MAYFIELD HEIGHTS, OH
NHTSA Summary:

DT. THE GAS PEDAL AND THE BRAKE PEDAL ARE TOO CLOSE TOGETHER. THIS HAS CAUSED THE CONSUMER AT LEAST FOUR ACCIDENTS. BECAUSE WHEN THE CONSUMER GOES TO PRESS ON THE BRAKE T WILL ACCIDENTALLY HIT THE GAS PEDAL. THE CONSUMER WAS SO SURPRISED EVERY TIME THIS OCCURRED THAT SHE WAS UNABLE TO STOP THE VEHICLE UNTIL SHE HIT SOMETHING. THREE TIMES THIS OCCURRED. THE

CONSUMER WAS TRYING TO STOP IT WHILE BETWEEN OTHER VEHICLES. THE CONSUMER WAS TAKEN TO THE HOSPITAL IN MAY 2005. SHE OBTAINED INJURIES BECAUSE OF THIS ACCIDENT. A POLICE REPORTS WERE TAKEN. ON 8-17-05 THE CONSUMER HIT A LIGHT POLE. PREVIOUSLY, THE CONSUMER HAD CONTACTED THE MANUFACTURER, AND RECEIVED NO ASSISTANCE FROM THEM. ALSO, THE CONSUMER ALSO STATED THAT THERE WAS NOT ENOUGH LEG ROOM IN THE DRIVER SIDE. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20050822
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: ,
NHTSA Summary:

I bought a new 2005 Toyota Sienna in Dec. '04. On Aug. 1st, it was involved in a crash. I was pulling into a parking space, foot on the brake, expecting the van to come to a halt, when I felt a jerk and it suddenly accelerated, went over the raised curb in front, onto the exit lane of the shopping center, back into the parking lot, hit the side of the building breaking windows there, hit a barricaded dumpster and then came to a stop. All the while my foot was on the brakes and they didn't seem to work. All this happened within a few seconds. The airbag deployed. Thankfully my son and I walked away with minor injuries and there were no pedestrians in the lot at the time and I did not hit any other vehicle. Earlier that day, the van stalled when I was pulling out of a parking space; I restarted it and put it on reverse and it was fine, though it seemed to be a bit bumpy-I checked all the tires and they were fine. After that it was smooth until the incident of the crash. I informed Toyota-they did an inspection and said all was well-'the vehicle performed as designed'. Currently it is being fixed

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286123
Date of Incident: 20050822
Vehicle: 2000 TOYOTA TUNDRA
Location of Incident: BOZEMAN, MT
NHTSA Summary:

I HAD THE ACCELERATOR STICK WHILE PARALLEL PARKING MY 2000 TOYOTA TRUCK ABOUT 4 YEARS AGO. I TRIED TO BRAKE, THEN PUT THE VEHICLE IN REVERSE, ENDED UP DAMAGING BOTH THE VEHICLE IN FRONT AND BEHIND MY VEHICLE. AT THE TIME, I DIDN'T UNDERSTAND WHAT HAD OCCURRED. NOW I SEE OTHERS HAVE EXPERIENCED THE SAME PROBLEM. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10133972
Date of Incident: 20050823
Vehicle: 2005 LEXUS ES330
Location of Incident: HOUSTON, TX
NHTSA Summary:

DT: 2005 LEXUS ES 330. THE CAR WAS NOT SHIFTING PROPERLY OR ACCELERATE UPON PRESSING THE GAS PEDAL AND WHEN IT DID ACCELERATE IT LURCHED FORWARD. WHEN SLOWING DOWN AND THEN TRYING TO SPEED UP WAS TOLD BY THE DEALERSHIP THAT THE COMPUTER COULD NOT READ FAST ENOUGH TO KNOW WHAT TO DO. THIS DIDN'T HAPPEN EVERY TIME. IN AN HOUR OF DRIVING IT HAPPENED AT LEAST 8 TIMES. THIS WAS A SAFETY ISSUE. IN STOP AND GO TRAFFIC AND CHANGING LANES, NOTHING

HAPPENED. IT TOOK 3 SECONDS FOR THE VEHICLE TO REACT TO THE ACCELERATION. THIS HAS HAPPENED MULTIPLE TIMES. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10135486
Date of Incident: 20050827
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: MANLIUS, NY
NHTSA Summary:

ON SEVERAL INSTANCES WHEN YOU LET OFF THE GAS TO GO AROUND A CORNER THEN WHEN YOU ACCELERATE NOTHING HAPPENS THEN THE ENGINE TRIES TO COMPENSATE BY OVER REVVING. ON ANOTHER OCCASION PULLED INTO TRAFFIC, STEPPED ON THE GAS NOTHING HAPPENED FOR SEVERAL SECONDS, ALMOST BROADSIDED. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10135492
Date of Incident: 20050904
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: FISHERS, IN
NHTSA Summary:

AFTER BEING INVOLVED IN A REAR END COLLISION (WITH MY CAMRY XLE V6) WHEN REVERSING OUT OF A PARKING SPOT AT A BUSY RESTAURANT, I ATTEMPTED TO PULL FORWARD A FOOT OR TWO AND PARK BY PUTTING THE CAR INTO DRIVE (NOT PRESSING THE ACCELERATOR). UPON PRESSING THE BRAKE TO PARK THE CAR ACCELERATED FORWARD UNCONTROLLABLY (WITHOUT APPLICATION OF THE GAS PEDAL) CRASHING INTO THE CAR PARKED IN FRONT OF ME AND PUSHING THAT CAR INTO THE CAR DIRECTLY ACROSS THE PARKING LOT FROM IT. THE CAR DIRECTLY ACROSS THE PARKING LOT WAS PUSHED OVER THE CONCRETE PARKING BLOCK AND INTO A TREE. AFTER PUSHING THE CAR IN FRONT OF ME, I WAS ABLE TO STEER AWAY FROM OTHER CARS AND WAS FINALLY ABLE TO STOP THE CAR ONLY BY USING THE EMERGENCY BRAKE. FROM THE TIME THE CAR ACCELERATED FORWARD WITHOUT PRESSING THE GAS PEDAL THE BRAKES DID NOT WORK. AFTER CLEARING THE CARS I LOOKED DOWN TO MAKE SURE I WAS USING THE BRAKE PEDAL, WHICH I WAS, AND IT WAS NOT WORKING AT ALL. DURING THIS ENTIRE INCIDENT THERE WAS A VERY LOUD AND CONSISTENT NOISE COMING FROM MY CAR. THE CAR IS CURRENTLY BEING INSPECTED. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10136882, 10145141
Date of Incident: 20050911
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: TEANECK, NJ
NHTSA Summary:

I WAS MAKING A LEFT TURN INTO THE GARRISON PARKING LOT,TEANECK, DRIVING MY 2005 CAMRY. I PRESSED VERY LIGHTLY ON THE ACCELERATOR. THE CAR SUDDENLY HAD A SURGE OF ACCELERATION DISPROPORTIONATE TO MY GENTLE TAPPING OF THE GAS PEDAL. PRESSING THE BRAKE PEDAL AND ALSO TURNING THE IGNITION KEY OFF DID NOT SLOW THE CAR DOWN SUFFICIENTLY TO PREVENT A CRASH INTO TWO PARKED CARS. THERE WERE NO OCCUPANTS IN THE PARKED CAR. MY HUSBAND, IRVING J.

BOROWITZ, WAS WITH ME. WE HAD NO APPARENT INJURIES AT THAT TIME EXCEPT FOR LEFT SHOULDER ACHE (GRACE). WE WERE BOTH TRAUMATIZED. THE CAMRY IS AT A TOYOTA BODY SHOP, AWAITING INSPECTION BY TOYOTA REPRESENTATIVE TOM MORIN ON SEPT. 23. OUR ALLSTATE INSURANCE ADJUSTER ESTIMATED PARTIAL COST OF REPAIRS AT $5025. NO REPAIRS HAVE BEEN DONE YET. THE CAMRY HAS 2391 MILES. REFERRED TO YOU BY LEONRAD BURCHMAN (VOICE OF THE ELDERLY). CAR PURCHASED FEB 26, 2005 AT PARKWAY TOYOTA, ENGLWD CLIFFS, NJ. *NM SEE ODI 10145141. *DSY

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10137007
Date of Incident: 20050913
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: SOUTH JORDAN, UT
NHTSA Summary:

I WAS DRIVING WITH MY FAMILY SOUTH BOUND ON I-5 WHEN WE EXITED THE FREEWAY AND PULLED INTO THE TILLICUM CHEVRON STATION. THE CRUISE CONTROL WAS ON BUT DISENGAGED. I TURNED RIGHT INTO A PARKING SPOT AT A LOW RATE OF SPEED (3 TO 5 MPH). I WAS ALMOST AT A COMPLETE STOP AND HAD JUST ENOUGH TIME TO REALIZE THAT I COULD NOT STOP!!! I COULD HEAR THE CAR'S ENGINE ROAR AND A MOMENT LATER FOUND THAT I HAD DRIVEN OVER A CONCRETE CURB, UP A TWO FOOT CONCRETE RETAINING WALL, AND THROUGH A CHAIN-LINK FENCE. I DON'T KNOW HOW A CAR COULD DO THIS!! THE TOTAL SPACE FOR THIS TO HAPPEN WAS ONLY ABOUT 3 LINEAR FEET!! I WAS NOT PUSHING THE ACCELERATOR!! THERE WAS INDEED AN ACCELERATION SURGE IN MY 2002 CAMRY V6. THE CAR STOPPED, STRADDLING THE CONCRETE WALL. THE FRONT DRIVE WHEELS WERE OFF THE GROUND. I GOT OUT OF THE CAR AND ASKED THE MECHANIC ON-SITE IF THERE WERE ANY RECALLS ON THE 2002 CAMRY. I SWEAR THIS IS THE VERY FIRST THING I SAID BECAUSE I KNEW THAT I DID NOT CAUSE THE ACCIDENT. THE ACCIDENT WAS CAUSED BY A DEFECT IN THE TOYOTA CAMRY. A TOW TRUCK REMOVED MY VEHICLE FORM THE RETAINING WALL. I THEN DROVE THE CAR DIRECTLY TO THE TITUS-WILL TOYOTA DEALERSHIP. THEY COULD NOT DUPLICATE THE PROBLEM WITH THE VEHICLE AND INDICATED IT WAS SAFE TO DRIVE. DAMAGE TO THE CAR INCLUDED THE FRONT BUMPER, SEVERAL MAJOR SCRATCHES, AND SEVERAL SMALL DENTS. I EXPLAINED THAT WE WERE VERY CONCERNED ABOUT SAFETY AND ASKED ABOUT RECALLS. THEY INDICATED THAT THERE WERE NONE FOR MY VEHICLE. THEY DID ADMIT AFTER SOME QUESTIONING THAT THEY WOULD NOT KNOW HOW MANY TIMES THIS HAS HAPPENED IN THE PAST DUE TO THE FACT THAT THE DEALERSHIPS DO NOT SHARE INFORMATION AND TOYOTA CORPORATE DOES NOT SHARE THIS INFORMATION WITH THE DEALERSHIPS. THE YOUNG LADY (EMPLOYEE) AT THE PAYMENT DESK VOLUNTEERED THAT SHE HAD ALSO HAD UNEXPECTED ACCELERATION WITH HER TOYOTA CAMRY. I REQUEST THAT A FORMAL INVESTIGATION BE LAUNCHED AND A RECALL PLACED FOR 2002 TOYOTA CAMRY'S. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10137651
Date of Incident: 20050920
Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: ELKRIDGE, MD
NHTSA Summary:

I HAVE A 2005 TOYOTA HIGHLANDER LIMITED W/V6 ENGINE. WHEN I ACCELERATE AT LOW SPEEDS, THEN TAKE MY FOOT OFF THE GAS AND THEN TRY TO ACCELERATE AGAIN, THERE IS A PROLONGED HESITATION BEFORE THE VEHICLE STARTS TO ACCELERATE.

THE SAME PROBLEM EXISTS WHEN YOU MAKE A TURN AND THEN TRY TO ACCELERATE AGAIN. THE OTHER DAY I WAS TRYING TO PULL OUT ONTO A WELL TRAVELED ROAD. I MOVED OUT INTO THE FIRST LANE AND THEN TOOK MY FOOT OFF THE GAS TO CHECK TO MAKE SURE THE NEXT LANE WAS CLEAR. I SAW THERE WERE CARS COMING AROUND THE CURVE TOWARDS ME IN BOTH LANES. I HIT THE GAS AND THE CAR HESITATED. THEN FINALLY IT STARTED TO MOVE. I BARELY MISSED BEING BROADSIDED. I'VE BEEN DRIVING FOR OVER THIRTY YEARS AND HAVE DRIVEN A NUMBER OF DIFFERENT VEHICLES. I HAVE NEVER EXPERIENCED THIS PROBLEM AND AM VERY CONCERNED FOR MY FAMILY'S SAFETY. I HAVE CONTACTED THE DEALER AND TOYOTA AND THEY SAY THIS IS NORMAL OPERATION. AS FAR AS I'M CONCERNED THIS IS ANYTHING BUT NORMAL AND NEEDS TO BE ADDRESSED. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10139471
Date of Incident: 20050924
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: EAST ALTON, IL
NHTSA Summary:

DT: THE CONTACT STATES THAT 2004 TOYOTA CAMRY XLE SUDDENLY ACCELERATED. THE CONTACT SLOWLY PULLED INTO GARAGE AND THE VEHICLE ACCELERATED AND HIT AN OBJECT IN THE GARAGE. THERE WAS NO DAMAGE TO THE CAR. THE CONTACT CALLED TOYOTA DEALERSHIP AND LET THEM KNOW, AND THEY SAID THEY HAD NOT HEARD OF A CAR DOING THAT. THE SPEED WAS 1 MPH.*AK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10138243
Date of Incident: 20050924
Vehicle: 2002 TOYOTA PRIUS
Location of Incident: SACRAMENTO, CA
NHTSA Summary:

I HAD JUST LEFT ONE AREA OF A PARKING LOT AND WAS TRAVELING TO ANOTHER AT A LOW RATE OF SPEED (5 TO 15 MPH) SO MY 2002 TOYOTA PRIUS WAS RUNNING UNDER ELECTRICAL POWER. I TURNED RIGHT TO PULL INTO A PARKING SPACE BETWEEN TWO SUVS, COASTING IN WITH MY FOOT OVER THE BREAK PEDAL. WHEN I WAS MORE THAN HALFWAY INTO THE PARKING SPACE, THE CAR SUDDENLY SHOT FORWARD JUMPING THE CURB AND STOPPING ONLY WHEN IT HIT A STONE PILLAR. WHEN I LOOKED DOWN (AFTER CHECKING TO SEE IF MY 13 YEAR OLD SON WAS ALRIGHT, I SAW THAT MY FOOT WAS ON THE BRAKE PEDAL. FORTUNATELY NO PEDESTRIAN WAS IN THE WALKWAY, AND I DID NOT HIT THE SUV TO MY RIGHT OR LEFT. HOWEVER, THE UNEXPECTED ACCELERATION WAS NOT A RESULT OF PRESSING ON THE GAS PEDAL. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10139632
Date of Incident: 20050925
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: VERONA, NJ
NHTSA Summary:

BRAKES WERE UNABLE TO BRING CAR TO A STOP. INSTEAD THE CAR ACCELERATED. CAR FINALLY CAME TO A STOP AFTER CRASHING INTO THE HOUSE. CAR WAS DAMAGED AND

THE BODY AND FENDERS OF THE CAR WERE REPAIRED BUT NOTHING WAS REPAIRED WHICH LED TO THIS OCCURRENCE IN REGARDS TO THE MECHANICS OF THE CAR. IN ADDITION AIRBAGS DID NOT DEPLOY ON IMPACT.*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10138278
Date of Incident: 20050925
Vehicle: 2001 LEXUS ES300
Location of Incident: RIVERSIDE, CA
NHTSA Summary:
WHILE DRIVING THE CAR WOULD SPEED UP ON OWN WITHOUT PUSHING ON THE ACCELERATOR. I FOUND MY CAR GOING FROM 40 TO 60. IN PARK POSITION THE CAR WILL REV TO HIGH RPM BUT IF I AM IN DRIVE MODE IT WILL JUST ACCELERATE. I TOOK IT TO LEXUS AND THE TECHNICIAN SAYS THE IDLE SPEED CONTROL VALVE WAS NOT WORKING AND THE REPAIR WORK WOULD BE $500. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10138533
Date of Incident: 20050926
Vehicle: 2005 TOYOTA TUNDRA
Location of Incident: ORANGE CITY, FL
NHTSA Summary:
WE OWN "TWO" 2005 TOYOTA TUNDRA DOUBLE CABS THAT ARE EQUIPPED THE SAME. BOTH OF THESE VEHICLES EXHIBIT THE SAME SAFTEY ISSUE. THE ISSUE: WHEN DRIVING WITH CRUISE CONTROL "ON" AT SPEEDS OF 70 MPH, ON SLIGHTLY UPHILL TRACK, THE CRUISE CONTROL WILL COMMAND THE VEHICLE TO MAXIMUM THROTTLE, SHIFING THE TRANSMISSION INTO PASSING GEAR. THIS ACTION ON THE 287 HORSEPOWER VEHICLE, CAUSES THE REAR TIRES TO BREAK LOOSE ON WET ROADS AND CAN CAUSE LOSS OF CONTROL OF THE VEHICLE, SENDING IT OFF THE ROAD OR INTO A SPIN. BOTH VEHICLES WE OWN EXHIBIT THIS BEHAVIOR AND IT HAS BEEN REPORTED TO TOYOTA CASE # 200510040775. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10140820
Date of Incident: 20051001
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: DELAND, FM
NHTSA Summary:
2006 TUNDRA 4 DOOR OVERSPEED WHEN DRIVING IN CRUISE CONTROL. WHEN DRIVING AT HIGHWAY SPEED WITH CRUISE CONTROL ON AND APPROACHING A SLIGHT INCLINE. THE VEHICLE WILL DROP INTO PASSING GEAR AND THE THROTTLE WILL GO TO FULL THROTTLE. THIS WILL CAUSE THE OPERATOR TO LOSE CONTROL OF THE VEHICLE, ESPECIALLY ON A RAIN SLICK ROAD. THIS HAS HAPPENED MANY TIMES, AND ALTHOUGH I AM AWARE THAT IT COULD HAPPEN, IT STILL STARTLES ME WHEN IT OCCURS. IF CLOSE BEHIND ANOTHER VEHICLE, THIS COULD LEAD TO AN REAR END ACCIDENT. THE NORMAL PROGRESSION SHOULD BE DROPPING OUT OF OVERDRIVE, WITH A GRADUAL ACCELERATION TO MAINTAIN SET SPEED, AND THEN BACK TO OVERDRIVE WHEN SET SPEED IS OBTAINED. DEALER CALLED TOYOTA AND THEY CLAIMED THIS IS NORMAL OPERATION. DOCUMENTED WITH TOYOTA DEALER, AND NOW

WITH NHTSA. WHEN ACCIDENT OCCURS AS A RESULT OF THIS OVERSPEED, HOPEFULLY TOYOTA WILL RESET THE COMPUTER CONTROL MODULE TO FIX PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10144988
Date of Incident: 20051005
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: CASSELBERRY, FL
NHTSA Summary:
PROBLEMS WITH 2002 TOYOTA CAMRY. AUGUST 2003 - DRIVING ALONG HUSBAND BEGAN TO STOP SLOWLY TO PULL UP TO A LIGHT AND IT FELT LIKE IT WAS NOT BREAKING BUT CAR CONTINUED TO ACCELERATE SO HUSBAND LET OFF BRAKE AND REAPPLIED THE BRAKE AND IT FINALLY STOPPED THE SURGING. 2. WHILE GETTING GAS WE WERE DRIVING AROUND IT TO FIND AN PUMP, WE WERE PRESSING THE BRAKE AND CAR WAS TRYING TO ACCELERATE AGAINST THE BRAKE AS IT WAS APPLIED. LET OFF BRAKE AND REAPPLIED QUICKLY AND CAR STOPPED NORMALLY. JANUARY 2004 HUSBAND BEGAN TO PULL INTO A PARKING SPACE AND AS HE STARTED TO BRAKE AGAIN THE CAR WAS TRYING TO ACCELERATE AND SO HE LET OFF THE BRAKE, REAPPLIED IT (ALL VERY QUICKLY) AND WAS ABLE TO PARK BARELY MISSING HITTING VEHICLE BESIDE HIM. MARCH 27, 2004, WE TOOK OUR VEHICLE ONCE AGAIN TO DEALERSHIP STATING THE VEHICLE WAS SURGING WHILE DRIVING. OCTOBER 2004 ON A TRIP TO GATLINBURG, TENNESSEE- HUSBAND APPLIED THE BRAKES, CAR CONTINUED TO ACCELERATE-REAPPLIED THE BRAKES- SURGING/ACCELERATION STOPPED. OCTOBER 3, 2005 TRIP TO NORTH CAROLINA ON 7 SEPARATE OCCASIONS THE CAR ENGINE STARTED RACING AND THE CAR HAD TO BE PUT IN NEUTRAL AND THE BRAKE HELD TIGHTLY. ON ONE OCCASION AS WHILE ATTEMPTING TO STOP BEHIND A SCHOOL BUS FULL OF CHILDREN. ALMOST HIT THE BUS FROM BEHIND BECAUSE ACCELERATOR WENT TO FULL ACCELERATION AS WE APPLIED THE BRAKES. FORTUNATELY, MY HUSBAND PUT THE CAR IN NEUTRAL AND IT WAS REVVING AT FULL THROTTLE. HE HIT ACCELERATOR PEDAL AS WE WAS IN NEUTRAL, AND ACCELERATION WENT BACK TO IDLE SPEED. DECEMBER 5, 2005 WHILE IN WE WERE STOPPED IN A LINE OF TRAFFIC WAITING AT A LIGHT THE ENGINE ONCE AGAIN STARTED RACING HAD TO PUT IT IN NEUTRAL. AND AGAIN IT REVVED AT FULL THROTTLE WHILE HOLDING BRAKE PEDAL DOWN TIGHTLY+T<--^-" OTHERWISE WOULD HAVE REAR ENDED CARS IN FRONT OF US. PUT CAR IN NEUTRAL, RELEASED BRAKE PEDAL AND THEN PRESSED DOWN ON THE ACCELERATOR- ENGINE SPEED WENT TO IDLE SPEED. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10139528
Date of Incident: 20051007
Vehicle: 2002 LEXUS IS300
Location of Incident: RICHMOND, 00
NHTSA Summary:
MY 2002, LEXUS IS300 HAD A CASE OF SUDDEN UNINTENDED ACCELERATION THAT LED TO A CRASH CAUSING OVER $10,000 WORTH OF DAMAGES TO BOTH MY CAR AND THE OTHER PERSONS CAR. I HAVE SEEN OTHER REPORTS OF OTHER PEOPLE WONDERING IF THE ELECTRONIC THROTTLE IS SUSPECT IN THESE CASES. HOWEVER I PERSONALLY BELIEVE THAT THE REAL PROBLEM IS ONLY PARTLY TO BLAME ON THE ELECTRONIC THROTTLE. IN MY OPINION, THE PROBLEM IS THE LIKELIHOOD OF THE PEDAL GETTING STUCK UNDER FLOOR MATS IS TOO HIGH, COMBINED WITH THE RELATIVELY "LIGHT" SPRING FORCE ON THE GAS PEDAL BECAUSE IT IS A THROTTLE-BY-WIRE SYSTEM WHICH

LEADS TO THE FLOOR MAT EASILY HOLDING THE PEDAL DOWN TO FULL THROTTLE CAUSING AN ACCIDENT. I SAY THAT THIS IS "NEGLIGENT PEDAL DESIGN ON THE PART OF THE CAR MANUFACTURER". I ALSO BELIEVE THAT THEY KNEW THIS WAS AN ISSUE BECAUSE THEY MAKE REFERENCE TO THIS IN THE OWNERS MANUAL ON: PG.76 WHERE THERE IS A CAUTION THAT STATES "MAKE SURE THE FLOOR MAT IS PROPERLY PLACED ON THE FLOOR CARPET. IF THE FLOOR MAT SLIPS AND INTERFERES WITH THE MOVEMENT OF THE PEDALS DURING DRIVING, IT MAY CAUSE IN ACCIDENT." NO MANUFACTURER SHOULD BE ALLOWED TO USE THAT CAUTION AS A DISCLAIMER TO GET AWAY WITH NEGLIGENT PEDAL DESIGN. THEY, FULLY WELL KNOWING THAT THIS IS A SAFETY ISSUE, SHOULD HAVE RECALLED THOSE CAR MODELS WITH A PEDAL DESIGN THAT HAS A HIGH RISK OF GETTING JAMMED AND REDESIGNED THE PEDAL SO THAT IT CANNOT GET STUCK BY A FLOOR MAT. IN ALL THE CARS THAT I'VE OWNED IN THE PAST, IF A MAT SLIPS IT JUST PREVENTS YOU FROM APPLYING FULL GAS PEDAL, NOT THE OPPOSITE OF APPLYING FULL PEDAL. I STRONGLY MOVE THAT TOYOTA COMPANY RECALLS ALL THESE CARS WITH THIS POTENTIAL PROBLEM AND FIX IT PROPERLY BEFORE SOMEONE GET FATALLY INJURED OR CRIPPLED FOR LIFE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10139780
Date of Incident: 20051010
Vehicle: 2005 LEXUS ES
Location of Incident: FALLBROOK, CA
NHTSA Summary:
DEPRESSING THE ACCELERATOR PEDAL CAUSES THE VEHICLE TO HESITATE FOR ONE-HALF TO ONE FULL SECOND AND THEN LURCH FORWARD, SUDDENLY. THIS IS A SAFETY RISK WHEN CHANGING LANES OR ACCELERATING TO AVOID A COLLISION. THE DEALER'S MECHANIC INDICATED (TWICE) THAT THEY HAVE HAD PROBLEMS WITH THIS MODEL'S "ELECTRONIC ACCELERATOR," AND THAT AN INTERNAL COMPUTER IS SUPPOSED TO "LEARN FROM THE DRIVERS' HABITS AND ADJUST THE ACCELERATION ACCORDINGLY." AN ACCIDENT CAN EASILY OCCUR WHEN EXPECTED POWER IS DENIED UPON DEPRESSING THE ACCELERATOR. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10145019
Date of Incident: 20051011
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MILWALKEE, WI
NHTSA Summary:
DT. THE CONTACT STATED DUE TO THE DESIGN OF THE ACCELERATOR AND BRAKE PEDALTHEY WERE TOO CLOSE TOGETHER. AS A RESULT, THE VEHICLE CRASHED INTO A CEMENT BIRD BATH. THE POLICE WERE NOT NOTIFIED OF THIS INCIDENT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10143938
Date of Incident: 20051014
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ORLANDO, FL
NHTSA Summary:

DT. THE CONTACT STATED WHEN PLACING FOOT ON THE BRAKE PEDAL THE VEHICLE ACCELERATED. IT BECAME AIRBORNE AND DID NOT STOP UNTIL IT CRASHED INTO AN EMBANKMENT. BOTH THE DRIVER AND PASSENGER HAVE FRACTURED VERTEBRAE. A POLICE REPORT WAS TAKEN AT THE SCENE, AND THE VEHICLE WAS TOTALED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10139786
Date of Incident: 20051015
Vehicle: 2002 LEXUS ES300
Location of Incident: FALLS CHURCH, VA
NHTSA Summary:
MY 2002 LEXUS 3000 SUDDENLY ACCELERATED AS I WAS PULLING FORWARD INTO A PARKING SPACE AND CRASHED INTO A BUILDING. WHEN IT HAPPENED, MY FOOT WAS RESTING LIGHTLY ON THE BRAKE, PREPARING TO BRAKE TO A STOP, AND LETTING THE CAR IDLE INTO THE SPOT. I HAD A SIMILAR THING HAPPEN ABOUT 4 MONTHS AGO. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10200404
Date of Incident: 20051020
Vehicle: 2005 TOYOTA 4RUNNER
Location of Incident: MAHOPAC, NY
NHTSA Summary:
CRUISE CONTROL GOES CRAZY ON HILLS. IT WAITS TOO LONG TO ACCELERATE AND THEN IT FLOORS THE GAS AND THE AUTO TRANSMISSION DOWNSHIFTS AT LEAST TWO GEARS AND RACES THE ENGINE WAY PAST THE SPEED YOU WANT AND THEN IT FINALLY LETS UP AND THE SPEED DROPS TOO LOW AND EVERYTHING REPEATS. DANGEROUS AND ABSOLUTELY WORTHLESS! HAS BEEN HAPPENING EVER SINCE I PURCHASED THE CAR NEW IN 2005. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10144922
Date of Incident: 20051022
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MIAMI LAKES, FL
NHTSA Summary:
I STARTED THE CAR, AND I RELEASED THE BRAKE AND STARTED IN REVERSE. AFTER A FEW SECONDS, THE CAR SUDDENLY SPED UP TO ABOUT 45 MPH IN REVERSE. THE CAR WOULD NOT STOP EVEN AS I PRESSED THE BRAKE, AND IT THEN HIT TWO CARS. THAT IS WHEN IT STOPPED. I TRIED TO PUT THE CAR IN DRIVE TO GO BACK INTO THE PARKING SPACE, BUT IT JOLTED FORWARD AND SKIPPED TWO PARKING BUMPERS. AT THAT TIME, I HIT ANOTHER CAR. AT THAT POINT, I LEFT THE CAR ALONE SEEING AS THERE WAS SOMETHING CLEARLY WRONG. IN THE END, MY CAR SUSTAINED DAMAGED TO THE FRONT AND TO THE BACK TOTALING $10,111.60. THIS DOES NOT INCLUDE THE DAMAGE TO THE THREE OTHER CARS, THE TOTALS OF DAMAGE OF WHICH I AM NOT AWARE OF ALTHOUGH THEY ARE CLAIMING MY INSURANCE. I TOOK THE CAR TO A LOCAL TOYOTA DEALER HAVING CONDUCTED RESEARCH ON WHAT HAPPENED TO ME. I FOUND THAT THERE HAVE BEEN CLAIMS AGAINST TOYOTA FOR PROBLEMS WITH ELECTRONIC THROTTLE WHERE THERE IS A SUDDEN, INVOLUNTARY ACCELERATION. I SHOWED THE SERVICE DEPARTMENT ALL THE RESEARCH I HAD GATHERED FROM THE INTERNET. THE

DEALER CHECKED THE CAR'S COMPUTER, AND THEY CLAIMED THEY FOUND NOTHING WRONG WITH THE ELECTRONIC THROTTLE OR WITH THE CAR'S COMPUTER. THEY CLAIMED THAT AIR POCKETS BETWEEN THE ACCELERATION AND THE BRAKE CAUSED THE PROBLEM. AS A RESULT, THEY FIXED THE STRUCTURAL DAMAGE TO MY CAR, BUT THEY MAINTAINED THAT NOTHING WAS WRONG WITH THE ELECTRONIC COMPONENTS, SPECIFICALLY THE THROTTLE, OF THE CAR. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10142556
Date of Incident: 20051105
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CHELSEA, MA
NHTSA Summary:
DT: THE CONTACT WAS PUTTING THE VEHICLE INTO PARK AND THE VEHICLE SUDDENLY ACCELERATED. IT WENT FROM 2 MPH, TO BEING OUT OF CONTROL. THE VEHICLE SURGED AND CRASHED INTO A WOODEN RETAINING WALL. THE CONTACT WAS NOT INJURED IN THE CRASH. THERE WAS PROPERTY DAMAGE TO THE WALL. THE VEHICLE WAS NOT TOTALED. SHE CONTACTED THE MANUFACTURER, AND THEY SAID THEY WOULD INVESTIGATE THE INCIDENT. THERE HAS NOT BEEN ANY REPRESENTATIVE FROM THE MANUFACTURER IN TOUCH WITH THE CONTACT. A POLICE REPORT WAS TAKEN. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10142957
Date of Incident: 20051107
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: SACRAMENTO, CA
NHTSA Summary:
DT: CONTACT STATES VEHICLE SURGED FORWARD, LOST CONTROL AND HIT ANOTHER VEHICLE. SHE DEPRESSED THE BRAKES, BUT THE VEHICLE WOULD NOT STOP. THERE WERE NO INJURIES, AND NO POLICE REPORT WAS TAKEN. THE DEALER INFORMED HER NO OTHER FAILURES OF THIS TYPE HAVE BEEN REPORTED. IT WAS THE OPINION OF THE MANUFACTURER THAT IT WAS DRIVER'S ERROR.*AK UPDATED 12/14/2005 THE VEHICLE WAS PARKED WHEN IT SUDDENLY ACCELERATED. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10142465
Date of Incident: 20051110
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: HARVEY, LA
NHTSA Summary:
I WAS PULLING INTO APARTMENT COMPLEX PARKING SPACE WHEN MY 2005 TOYOTA CAMRY SUDDENLY ACCELERATED AND SURGED FORWARD. I HAD MY FOOT ON THE BRAKE AND WAS HALF WAY IN THE SPOT WHEN THE CAR BEGAN TO SURGE FORWARD AND JUMPED OVER SIDEWAY PLOWING INTO APARTMENT BUILDING. I WAS PRESSING THE BRAKE ALL THE WAY TO THE FLOOR AND THE TIRES WERE SCREECHING, BUT THE CAR WOULD NOT STOP UNTIL IT HIT THE BUILDING WALL. THE CAR WILL BE TOWED TO THE DEALERSHIP TODAY FOR AN ESTIMATE. THERE WAS SEVERE DAMAGE TO THE APARTMENT BUILDING. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10142635
Date of Incident: 20051111
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: BLOOMINGTON, IL
NHTSA Summary:
DT: THE CONTACT STATED WHILE PULLING INTO A PARKING SLOT HEARD A GRINDING NOISE FOLLOWED BY THE VEHICLE LURCHING INTO ANOTHER PARKED VEHICLE. HE TOOK THE VEHICLE TO THE DEALER. THE DEALER COULD NOT DUPLICATE THE SUDDEN ACCELERATION. THE DEALER REPLACED THE MASS AIR FLOW SENSOR, OXYGEN SENSOR, AND REPROGRAMMED THE ECU. THE DEALER COULD NOT DETERMINE WHAT CAUSED THIS PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10142695
Date of Incident: 20051114
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BARNEGAT, NJ
NHTSA Summary:
DT: CONTACT STATES WHILE HIS CAR WAS PARKED, HE PUT HIS FOOT ON THE BRAKE IN ORDER TO SHIFT IT INTO DRIVE AND THE CAR ACCELERATED CAUSING THE VEHICLE TO GO ACROSS TWO SIDEWALKS AND A HOSPITAL LAWN AND INTO TWO TREES. HE REPORTS HAVING NO PROBLEMS WITH THE CAR PRIOR TO THIS INCIDENT. *JB UPDATED 12/7/2005 - *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10144140
Date of Incident: 20051122
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: DALLAS, TX
NHTSA Summary:
DT: THE CONTACT STATED THERE WAS A PROBLEM WITH SUDDEN ACCELERATION. WHILE SHIFTING INTO REVERSE THE VEHICLE SUDDENLY ACCELERATED ON JULY 8, 2005. THE PROBLEM DID NOT REAPPEAR UNTIL NOVEMBER 22, 2005. THE VEHICLE ACCELERATED UNDER THE SAME CONDITIONS. HE WAS ABLE TO STOP THE VEHICLE AFTER IT HAD GONE THROUGH TWO FENCES AND CRASHED INTO THE CORNER OF THE NEIGHBOR'S GARAGE. THE VEHICLE IS CURRENTLY AT THE DEALERSHIP FOR DIAGNOSTICS *AK UPDATED 12/27/05. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10150724
Date of Incident: 20051202
Vehicle: 2006 LEXUS RX400H
Location of Incident: SCARSDALE, NY
NHTSA Summary:

DT*: THE CONTACT STATED WHILE ATTEMPTING TO APPLY BRAKE PRESSURE AT 30 MPH THE VEHICLE ACCELERATED. THIS OCCURRED ON DRY ROADS DURING NORMAL BRAKING WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALERSHIP FOR INSPECTION. UPON INSPECTION, THEY WERE UNABLE TO DUPLICATE THE PROBLEM AND NO REPAIRS WERE MADE. THE MANUFACTURER WAS ALERTED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10146932
Date of Incident: 20051206
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: RALEIGH, NC
NHTSA Summary:
I HAD NEW CAR BATTERY INSTALLED BY LOCAL TOYOTA DEALERSHIP LATE ON 12/2/05. THE CAR SEEMED TO SHIFT AND SOUND MARKEDLY DIFFERENTLY AFTER DRIVING THE CAR OFF THE LOT WITH THE NEW BATTERY. THREE DAYS LATER MY 4 CYLINDER, AUTOMATIC 2002 4D-S TOYOTA CAMRY WAS LEFT IN "D" WITH THE OVERDRIVE BUTTON REMAINED ENGAGED. MY FOOT WAS ON THE BRAKE PEDAL. I DID NOT DRIFT. I'D BEEN STOPPED FOR A WHILE AT A "T" INTERSECTION FOR A WHILE AND NOT MOVING, NOR WERE ANY OTHER VEHICLES MOVING. THIS PARTICULAR INTERSECTION IS CONTROLLED BY A LONG SIGNAL LIGHT. I WAS AIMED STRAIGHT AHEAD, BUT WAS THE THIRD CAR BACK FROM THE STOP LINE, SIGNALING TO TURN LEFT. ALL OF A SUDDEN I HEARD WHAT SOUNDED LIKE AN AIRPLANE ENGINE ROARING, GETTING EVER LOUDER. MY FOOT WAS STILL ON THE BRAKE. THE ENGINE RACED, SURGED ABRUPTLY CAUSED MY CAR TO ACCELERATE FORCEFULLY INTO THE STOPPED CAR IN FRONT OF ME. THE CAR IN FRONT OF ME WAS PUSHED INTO AN SUV IN FRONT OF IT. THE FORCE OF IMPACT CAUSED MY ENGINE TO SHUT DOWN. THE DRIVER IN FRONT OF ME APPEARED TO HAVE A WHIPLASH INJURY. ALL TOLD, THERE WAS ABOUT $1500.00 WORTH OF DAMAGE TO MY CAR AND IT WAS ESTIMATED THE SMALLER AND OLDER CAR IN FRONT OF ME SUSTAINED ABOUT $2500.00 WORTH OF DAMAGE. I HAD THE CAR TOWED TO THE DEALER. THE LOCAL TOYOTA DEALER INFORMED ME THEY "FOUND NOTHING WRONG WITH THE CAR." THE CAR WAS THEN TOWED TO A SHOP FOR BODY REPAIRS. UPON THE RETURN OF MY CAMRY, IT STILL HAD A BIT OF A VIBRATORY AND AUDITORY DISTORTION THAT WAS ATYPICAL FOR THE 3 PREVIOUS YEARS. I ALSO REALIZED THAT THE BRAKES WERE BARELY WORKING. AT A RETURN VISIT TO THE DEALER, I WAS TOLD MY BRAKES WERE ALMOST "COMPLETELY GONE" AND THAT I NEEDED NEW BRAKES. HOWEVER, I AM CERTAIN THAT THE MARKED AND SUDDEN DECLINE IN MY BRAKE FUNCTION WAS A RESULT OF THE BRAKES ATTEMPTING TO HOLD MY CAR BACK AS THE ENGINE SURGED FORWARD. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10145642
Date of Incident: 20051212
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
DT: THE CONTACT STATED THE ACCELERATOR PEDAL WAS STUCK. SHE WAS PULLING OUT ONTO THE ROAD AS SHE LIGHTLY PRESSED THE ACCELERATOR PEDAL THE VEHICLE WENT ACROSS THE ROAD AND CRASHED INTO A METAL POLE. THE FRONT END OF THE VEHICLE WAS PUSHED UNDERNEATH THE WINDSHIELD. THE CONTACT WAS WEARING THE SEAT BELT. THE AIR BAGS DEPLOYED. HOWEVER, SHE WAS TAKEN TO THE HOSPITAL WITH CHEST PAINS AND BRUISING. THE VEHICLE WAS TOWED TO A

REPAIR SHOP FOR INSPECTION. A REPRESENTATIVE FROM THE MANUFACTURER WAS COMING TO THE REPAIR SHOP TO DETERMINE THE CAUSE OF THE INCIDENT. NO REPAIRS HAVE BEEN MADE. A POLICE REPORT WAS TAKEN AT THE SCENE OF THE ACCIDENT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10213267
Date of Incident: 20051215
Vehicle: 2004 TOYOTA TACOMA
Location of Incident: SAINT SIMONS ISLAND, GA
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA TACOMA. WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE WOULD DRAMATICALLY ACCELERATE WITHOUT WARNING. ALSO, WHEN APPLYING PRESSURE TO THE ACCELERATOR PEDAL, THE VEHICLE WOULD NOT ACCELERATE UNLESS THE PEDAL WAS COMPLETELY DEPRESSED TO THE FLOOR. THE DEALER STATED THAT THE MAFF AIR SENSOR WAS CAUSING THE FAILURE. THE DEALER CLEANED THE SENSOR. THE CONTACT RETURNED TO THE DEALER A WEEK LATER AND THEY STATED THAT THE CATALYTIC CONVERTER WAS MELTED AND WAS THE CAUSE OF THE FAILURE. AFTER CAREFUL INSPECTION, IT WAS DETERMINED THAT THE CONVERTER WAS NOT MELTED. A PROFESSIONAL MECHANIC STATED THAT THE SUPERCHARGER FOR THE ACCELERATOR PEDAL POSITIONING SENSOR WAS CAUSING THE FAILURE. THE FAILURE MILEAGE WAS 9,000 AND CURRENT MILEAGE WAS 17,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10147498
Date of Incident: 20051222
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: WATERTOWN, MA
NHTSA Summary:
WHEN PARKING THE CAR THE CAR ATTEMPTED TO ACCELERATE ON ITS OWN. I LOOKED DOWN TO MAKE SURE MY FOOT WAS NOT ON THE GAS - MY FOOT WAS PLANTED ON THE BRAKE. I HAD TO BRAKE AS HARD AS A I COULD TO KEEP THE CAR FROM REAR ENDING THE VEHICLE IN FRONT AS THE ENGINE ALL ON ITS OWN DRAGGED THE CAR FORWARD. THE CAR WAS MOVING AT ABOUT TWO MILES AN HOUR WHEN THIS TOOK PLACE. THE ENGINE REVVED UP TO 4000 RPMS WITHOUT ANY PRESSURE ON THE GAS AND SIMPLY DRAGGED THE CAR FORWARD. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10147312
Date of Incident: 20051223
Vehicle: 2004 LEXUS ES330
Location of Incident: SAN DIEGO, CA
NHTSA Summary:
THE ACCELERATOR IN MY 2004 LEXUS ES 330 STUCK IN A CROWDED PARKING LOT AND CAUSED A COLLISION. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10148115

Date of Incident: 20051227
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: GODFREY, IL
NHTSA Summary:
DT* THE CONTACT STATED WHILE ATTEMPTING TO PULL IN A PARKING SPACE AT 2 MPH, THE VEHICLE SURGED AND SUDDENLY ACCELERATED WITHOUT WARNING. THE BRAKE PEDAL WAS DEPRESSED AT THE TIME OF THE INCIDENT. THE VEHICLE WENT THROUGH AN INTERSECTION AND OVER A PUBLIC SIDEWALK BEFORE CRASHING INTO A FIRE HYDRANT. THE CONTACT AND PASSENGER WERE WEARING SAFETY RESTRAINTS. THE VEHICLE IMPACTED THE FIRE HYDRANT WITH SUCH FORCE THAT THE FIRE HYDRANT WAS EXTRACTED 3 FEET ABOVE GROUND. THE VEHICLE WAS TOWED TO THE LOCAL DEALERSHIP WERE DIAGNOSTIC TESTING WAS PERFORMED. THE LOCAL SERVICE DEALER COULD NOT DETERMINE THE CAUSE OF THE ACCIDENT, HOWEVER THE DEALER ADDITIONAL TESTING WILL BE PERFORMED BEFORE THE VEHICLE IS REPAIRED. THE POLICE FILED A REPORT AT THE SCENE AND THE CONTACT'S INSURANCE COMPANY ALSO FILED A REPORT. THERE WAS ADDITIONAL PROPERTY DAMAGE TO THE SIDEWALK, FIRE HYDRANT AND A CHILDREN'S MUSEUM THAT WAS FLOODED BY THE WATER FROM THE FIRE HYDRANT. *NM UPDATED 2/27/2006 - THE AIR BAGS ALSO FAILED TO DEPLOY. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10146714
Date of Incident: 20051229
Vehicle: 2004 TOYOTA TACOMA
Location of Incident: SARATOGA, CA
NHTSA Summary:
AFTER SHIFTING FROM SECOND GEAR TO THIRD GEAR, THE GAS PEDAL STOPPED WORKING COMPLETELY. SECONDS LATER IT FUNCTIONED NORMALLY, AND AS IF NOTHING HAD HAPPENED. THIS HAS HAPPENED BEFORE, AND I HAVE IDENTIFIED THE PROBLEM AS A FAILURE OF THE THROTTLE BODY MOTOR/SENSOR. I WILL BE ASKING THE TOYOTA DEALERSHIP TO FIX THE PART. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10146664; 10146657
Date of Incident: 20051230
Vehicle: 2004 TOYOTA TACOMA
Location of Incident: DOTHAN, AL
NHTSA Summary:
2004 TOYOTA TACOMA 4X4 WITH 3.4L ENGINE AND MANUAL TRANS, HAVING THROTTLE BODY ISSUES. THE ACCELERATOR POSITION SENSOR IS FAILING CAUSING THE TRUCK TO STALL FOR A SECOND AND THEN PICK BACK UP. TRUCK DOES NOT THROW A CHECK ENGINE CODE WHEN THIS OCCURS, SO DEALER HAS INFORMED ME ON DIFFERENT OCCASIONS THAT NOTHING IS WRONG. I WAS ALMOST RAN OVER THE OTHER DAY TRYING TO PULL OUT INTO TRAFFIC WHEN THE THROTTLE BODY FAILED. THIS IS A SAFETY CONCERN AND TOYOTA NEEDS TO ADDRESS IT IMMEDIATELY!!!!!! WHATS IT GOING TO TAKE, SOMEONE GETTING SERIOUSLY INJURED OR A HEALTHY LOW SUIT FOR TOYOTA TO TAKE ACTION? *JB: I HAVE A 2004 TOYOTA TACOMA 4X4 WITH A 3.4 LITER V6. I HAVE ALREADY FILED 1 COMPLAINT BUTT IN FRUSTRATION WILL TRY THIS AGAIN. THE ELECTRONIC THROTTLE BODIES THAT COME ON 2003 AND 2004 TOYOTA TACOMAS ARE FLAWED AND NEED TO BE INVESTIGATED AND RECALLED DUE TO SAFETY CONCERNS. THE PROBLEM IS THAT THE ACCELERATOR POSITION SENSORS ON THESE THROTTLE BODIES ARE GOING OUT, CAUSING THE ACCELERATOR TO BECOME USELESS UNLESS DEPRESSED GREATER THAN 60%. I HAVE ALL MOST BEEN IN 2 ACCIDENTS WHILE PULLING OUT INTO TRAFFIC AND HAVING THIS OCCUR. WHEN THE SENSOR FAILS THE THROTTLE VALVE CLOSES LEAVING THE PERSON DRIVING THE VEHICLE WITHOUT ENOUGH ACCELERATION TO GET OUT OF THE WAY OF ON COMING TRAFFIC. IN VEHICLES WITH MANUAL TRANSMISSION IT IS ESPECIALLY DANGEROUS WHEN ON AN INCLINE (VERY DIFFICULT NOT TO ROLE BACKWARDS AND HIT SOMETHING BEHIND YOU). ALSO, NO CHECK ENGINE LIGHT HAS CAME ON WHEN THIS HAS OCCURRED. I HAVE READ HUNDREDS OF LETTERS ON THE INTERNET FROM PEOPLE HAVING THE SAME PROBLEM. IS IT GOING TO TAKE SOMEONE GETTING KILLED OR A HEALTHY LAW SUIT TO MAKE TOYOTA TAKE ACTION? *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10147122
Date of Incident: 20060104
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LA CONNER, WA
NHTSA Summary:
DT*: THE CONTACT STATED THE VEHICLE SURGES FORWARD WHILE THE ACCELERATOR PEDAL IS BARELY BEING TOUCHED. THIS IS AN INTERMITTENT PROBLEM AND OCCURS WHEN THE VEHICLE IS ACCELERATING FROM A STOPPED POSITION. THE DEALERSHIP IS UNABLE TO DUPLICATE THE PROBLEM. *AK THE CONSUMER STATED WHEN ON A LEVEL HIGHWAY, WITH THE CRUISE CONTROL ENGAGED,IT WILL ACTIVATE AND DEACTIVATE ON ITS OWN. UPDATED 02/07/06 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10166246
Date of Incident: 20060108
Vehicle: 2006 TOYOTA RAV4
Location of Incident: CUMMING, GA
NHTSA Summary:
THERE IS A PROBLEM IN ACCELERATION DELAY/THROTTLE LAG IN THE 2006 TOYOTA RAV4. AFTER TAKING DELIVERY JAN 06 AND WHILE DRIVING 12K MILES, WE HAVE EXPERIENCED ERRATIC ACCELERATION PROBLEMS. FROM COMPLETE STOPS OR ROLLING STARTS, WHEN TURNING CORNERS IN EITHER DIRECTION, ON UPHILL GRADES, OR ATTEMPTED PASSING, THERE IS A SIGNIFICANT DELAY IN DELIVERING FORWARD SPEED REGARDLESS OF HOW MUCH PRESSURE IS PUT ON THE FOOT FEED. AFTER THE DELAY, FORWARD SPEED IS DELIVERED SUDDENLY, CAUSING THE CAR TO LURCH FORWARD AND THE ENGINE TO RACE. THE FORWARD SPEED LAGS CONTINUOUSLY UP HILLS, DEPENDING ON THE GRADE. UNDER THESE CONDITIONS, EVERYDAY DRIVING IS HAZARDOUS AND I HAVE HAD MANY CLOSE CALLS. THE TOYOTA DEALER DISMISSED OUR INITIAL COMPLAINTS, STATING THAT THIS PROBLEM WAS 'NORMAL', AND WE PUT UP WITH THIS FOR TOO LONG BEFORE INSISTING THE VEHICLE BE CHECKED OUT. THE DEALER SAID NO ERROR CODES WERE GENERATED AND NO TSB'S HAD BEEN ISSUED AND THAT THEY WOULD HAVE TO BE ABLE TO DUPLICATE THE PROBLEM IN ORDER TO FIX IT, AS THOUGH WE'RE THE ONLY PEOPLE WITH THIS COMPLAINT. AFTER SOME PERSISTENCE ON OUR PART, THEY GAVE THE IMPRESSION THAT THEY'RE WELL AWARE OF A PROBLEM, BUT SEEM TO BE STONE WALLING WHILE LAYING THE BLAME ON TOYOTA TO ISSUE A FIX. THIS IS A VERY DANGEROUS FAULT IN THE NEW RAV4. MY ONLINE RESEARCH HAS NOW REVEALED THAT THERE ARE NUMEROUS COMPLAINTS OF THIS SAME PROBLEM ON CONSUMER WEBSITES SUCH AS TOYOTA NATION AND EDMUNDS. FOR TOYOTA DEALERS TO PRETEND THIS IS AN ISOLATED, INSIGNIFICANT PROBLEM IS, AT THE VERY LEAST, DECEPTIVE AND MAY PROVE TO BE CRIMINAL, AS THIS ACCELERATION PROBLEM COULD WELL LEAD TO AN ACCIDENT. TOYOTA MUST FIX THIS PROBLEM ASAP. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10155629
Date of Incident: 20060109
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: BROOKFIELD, WI
NHTSA Summary:
I TERMINATED A LEASE ON A 2006 TOYOTA CAMRY ON FEB. 28. I ONLY DROVE IT FROM NOV. 1 TO JAN. 9 WHEN FOR THE THIRD TIME IN THOSE TWO MONTHS IT SURGED AHEAD WHEN I WAS PARKING. THE SURGE WAS SO POWERFUL, THAT THE CAR FLEW THRU THE AIR AND DAMAGED ANOTHER CAR IN THE PARKING LOT. MY FOOT WAS ON THE BRAKE. THE CAR SUFFERED $6000 WORTH OF DAMAGES. I CONTACTED THE DEALER TO SAY I WOULD HAVE THE DAMAGED CAR TOWED TO THEIR SHOP AND THEY SAID THE BODY HAD TO BE REPAIRED BEFORE THEY WOULD CHECK TO SEE WHY IT MALFUNCTIONED. I WAS TOLD THAT A REGIONAL ENGINEER FROM TOYOTA WOULD INSPECT THE CAR. I HAD GREAT HOPES THAT THEY WOULD FIND THE PROBLEM AND FIX IT BUT THE REPORT SAID THERE WAS NOTHING WRONG WITH THE CAR. OF COURSE THERE IS SOMETHING VERY WRONG WHEN THE CAR WILL NOT STOP BUT RATHER SURGES AHEAD WHEN YOU ARE BRAKING. THEY IMPLIED THAT AFTER 45 YEARS OF ACCIDENT FREE DRIVING, I PUT MY FOOT ON THE ACCELERATOR INSTEAD OF THE BRAKE. I TERMINATED THE LEASE, BUT I AM VERY FEARFUL AND VERY PERPLEXED THAT TOYOTA IS UNCONCERNED ABOUT THE SAFETY OF THEIR CARS. TOYOTA MUST ADDRESS THIS PROBLEM---IT IS VERY WRONG TO IGNORE THIS SAFETY HAZARD. I AM FILING THIS COMPLAINT ABOUT A CAR I NO LONGER HAVE BECAUSE IT HAS BEEN SOLD TO AN UNSUSPECTING PERSON. THE NEW OWNER WAS NOT TOLD OF THE PROBLEM BECAUSE THEY SAY THERE IS NO PROBLEM. I DON'T KNOW HOW TO CONTACT THE NEW OWNER. I THOUGHT THE DEALER WOULD DO THE RIGHT THING AND SEND THE CAR BACK TO THE FACTORY TO BE FIXED. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10148347
Date of Incident: 20060112
Vehicle: 2005 TOYOTA CAMRY SOLARA
Location of Incident: DUBLIN, OH
NHTSA Summary:
DT*: THE CONTACT STATED WHILE IN A PARKING LOT THE VEHICLE SUDDENLY ACCELERATED CRASHING INTO A CURB. THE PASSENGER SIDE RIM, SUSPENSION, WHEEL ASSEMBLY AND TIRE WERE DAMAGED AS A RESULT OF THE ACCIDENT. THE VEHICLE WAS TOWED TO A BODY SHOP WHERE NO REPAIRS HAVE BEEN MADE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10149242
Date of Incident: 20060120
Vehicle: 2005 LEXUS ES330
Location of Incident: RESEDA, CA
NHTSA Summary:

DT*: THE CONTACT STATED WHILE APPLYING PRESSURE TO THE ACCELERATOR PEDAL TO BACK UP, THE VEHICLE HESITATED AND THEN LURCHED FORWARD CAUSING THE VEHICLE TO HIT THE GARAGE DOOR. THE DRIVER WAS WEARING A SEATBELT AND RECEIVED NO INJURIES. THE VEHICLE WAS TAKEN TO THE DEALERSHIP FOR INSPECTION AND THE PROBLEM COULD NOT BE DUPLICATED. THE MANUFACTURER WAS NOTIFIED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10149800
Date of Incident: 20060121
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WOODSIDE, NY
NHTSA Summary:
MY CAR IS A 2003 TOYOTA CAMRY LE WITH 4 CYLINDER ENGINE, AUTOMATIC TRANSMISSION, CRUISE CONTROL AND ABS. THE ACCIDENT OCCURRED ON JANUARY 21, 2006 IN NEW YORK CITY IN BROAD DAYLIGHT AND IN CLEAR WEATHER. THE ACCIDENT OCCURRED AS I ENTERED GAS STATION TO PUMP GAS. I LOST CONTROL WITH SUDDEN ACCELERATION. I HIT ANOTHER CAR PARKED TO PUMP GAS.. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10149898; 10157329
Date of Incident: 20060124
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LINCOLN, RI
NHTSA Summary:
CAR ACCELERATED WITHOUT DRIVER INPUT ON TWO SEPARATE OCCASIONS . THE LAST EVENT RESULTED IN SMASHING THROUGH A PLATE GLASS WINDOW OF A TRAVEL AGENCY, INJURING ONE EMPLOYEE. THE CAR ENDED UP TOTALLY IN THE AGENCY, HALTED BY AN INTERIOR WALL. THE POLICE REPORTED SKID MARKS ON THE SIDEWALK IN FRONT OF THE AGENCY, AS WELL AS WITHIN THE AGENCY AS I ATTEMPTED TO BRAKE THE CAR. THERE IS ALSO EVIDENCE THAT THE RIGHT FRONT TIRE WAS ROTATING VERY RAPIDLY, SO MUCH SO THAT WHEN THE CAR STOPPED THE TIRE BURNED A HOLE IN THE CARPET. CARPET THREADS ARE EMBEDDED IN THE RIGHT FRONT WHEEL TIRE. ON THE ONE HAND, THE MARKS ON THE CARPET AND SIDEWALK INDICATE THAT SKID MARKS WERE MADE BY ALL THREE WHEELS, WHILE THE RIGHT FRONT WHEEL OBVIOUSLY WAS BURNING RUBBER. *JB UPDATED 03/01/06, RESPONSE TO LETTER RECEIVED FROM CLAIMS ADMINISTRATOR, FOR TOYOTA, ALLEGING THAT ALL SYSTEMS WERE FUNCTIONING PROPERLY FOR 2002 TOYOTA CAMRY. *TS THE MANUFACTURER CLAIMED THAT ALL SYSTEMS WERE FUNCTION PROPERLY WHEN THE CONSUMER'S VEHICLE SUDDENLY ACCELERATED AND ENDED UP INSIDE A TRAVEL AGENCY. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10154638
Date of Incident: 20060208
Vehicle: 2004 TOYOTA AVALON
Location of Incident: FLORAL PARK, NY
NHTSA Summary:
DT* THE CONTACT STATED WHILE BACKING OUT OF A PARKING SPACE THE VEHICLE ACCELERATED WITHOUT WARNING. AS A RESULT, TWO OTHER VEHICLES WERE DAMAGED. HOWEVER, NO INJURIES WERE SUSTAINED. A POLICE REPORT WAS TAKEN

AT THE SCENE. THE VEHICLE WAS TOWED TO AN INDEPENDENT REPAIR SHOP AND THEN TAKEN TO THE DEALER. THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS CONTACTED. REPAIRS TO THE REAR END TOTALED $7014.00 PLUS SALES TAX

Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20060213
Vehicle: 2006 TOYOTA CAMRY XLE
Location of Incident: VICTORIA, TX
NHTSA Summary:

As of Monday my wife was involved in a sudden acceleration incident in the Wal-Mart parking lot here in Victoria, Texas.

- She finished shopping
- Walked to the car
- Placed the key in the ignition and started the car up
- Placed he foot on the brake (foot must be on brake to shift into reverse)
- Placed the car in reverse and lifted her foot slightly on the brake to back up.
- The ground was level so no need for her to touch the accelerator pedal
- With her foot lightly on the brake, the'engine took off
- Although she was attempting to break the car, it quickly impacked the next isle of parked vehicles.
- The first vehicle was a 1500 series chevy truck
- The chevy truck (light in the back end) pivoted around and struck 2 other vehicles.

I believe that my wife had her foot on the brake pedal since there were NO skid marks. If she had not been attempting to brake, and instead pushing on the accelerator, there would have been skid marks from the front
tires while pushing the truck around

Our car has $5,000 damage to the trunk and rear quarter panels. We are waiting for Toyota to do a formal "inspection". However, from what I have read I doubt that they will actually find anything. Our vehicle has 6,100 mileage and had no symptoms of anything amis before the accident

We were very luckily nobody was injured, this is a very busy Wal-Mart since Victoria's K-mart closed down a couple years back (population 60,000).

Bottom line, I don't think Toyota has owned up to a having a sudden acceleration problem and since they have no problem there isn't a need for a fix. Sincerely, Edward A Faslanger JR.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10151122
Date of Incident: 20060220
Vehicle: 2004 TOYOTA TACOMA
Location of Incident: CARLSBAD, CA
NHTSA Summary:

2004 TOYOTA TACOMA VIN 5TEWN72NX4Z378748 ELECTRONIC THROTTLE CONTROL SYSTEM (ETCS). ON 26 FEB 2005, 14 APR 2005, 17 APR 2005 AND 20 FEB 2005 AFTER PROLONGED DRIVING AT HIGHWAY SPEEDS WHEN STEPPING OFF THE GAS PEDAL TO MAKE A STOP THE ENGINE SPEED WOULD NOT DECREASE AND I WOULD HAVE TO APPLY BOTH FEET TO THE BRAKE PEDAL TO TRY TO SLOW DOWN, AND SWERVE TO THE SIDE TO AVOID HITTING VEHICLES IN FRONT OF ME. AFTER APPROXIMATELY 5-10 SECONDS THE ENGINE SPEED WOULD SUDDENLY DECREASE AND I COULD REGAIN CONTROL. WHILE STRUGGLING TO KEEP CONTROL DID NOT SHIFT FROM DRIVE TO NEUTRAL. IN EACH INSTANCE NO WARNING LIGHTS. BEFORE THESE 4 EVENTS OCCURRED THE ENGINE SUFFERED A CATASTROPHIC FAILURE ON 11 APR 2004 WITH ONLY 1,111 MILES. TOYOTA OF CARSON CITY NEVADA EFFECTED THE REPAIRS TO THE CATASTROPHIC ENGINE FAILURE BY REPLACING THE LOWER BLOCK AND THE CYLINDER HEADS AMONG OTHER COMPONENTS. I TOOK THE CAR TO TOYOTA OF CARLSBAD, CALIFORNIA ON 1 MAR 2005, 20 APR 2005, 5 MAY 2005 AND 23 FEB 2006 FOR THE SPEED CONTROL PROBLEM BUT THEY COULD NOT DUPLICATE IT AND WOULD NOT REPLACE ANY COMPONENTS. APPARENTLY THE COMPUTER DID NOT REGISTER/STORE ANY DIAGNOSTIC FAILURE CODES. I KNOW BY HAVING READ THE TOYOTA SERVICE MANUAL THAT THE ELECTRONIC CONTROL MODULE DOES NOT RECORD ALL FAILURES. I CANNOT TELL IF THIS PROBLEM WAS PRESENT WHEN THE CAR WAS BUILT OR WHETHER IT WAS INDUCED BY REPAIRS FOR THE CATASTROPHIC ENGINE FAILURE. WHAT I DO KNOW IS THAT I HAVE A SERIOUS SAFETY ISSUE. I AM VERY CONCERNED ABOUT NOT BEING ABLE TO AVOID HITTING A PEDESTRIAN OR ANOTHER VEHICLE. I HAVE EXHAUSTED ALL CONSUMER SUPPORT AVENUES WITH TOYOTA. REFERENCE NUMBER 200602240417 WITH ELOISE TOYOTA CUSTOMER SUPPORT 1-800-331-4331 TODAY 24 FEB 2006 INDICATES THAT THEY WILL NOT DO ANYTHING ELSE. I STRONGLY SUSPECT THAT THERE ARE TWO FAILURES. FIRST, THE THROTTLE BODY IS MALFUNCTIONING INTERMITTENTLY CAUSING THE PROBLEM. SECOND, THE ECM IS FAILING TO DETECT AND RECORD THE EVENT. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10157743
Date of Incident: 20060224
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: VERNON HILLS, IL
NHTSA Summary:

I WAS SLOWLY TURNING LEFT INTO A PARKING SPACE AT ABOUT 3:30 P.M., WHEN MY 2005 TOYOTA CAMRY SUDDENLY, AND QUITE RAPIDLY, ACCELERATED WITHOUT ANY INPUT FROM ME. IT JUMPED A CURB, CROSSED A SIDEWALK, AND A TREE STOPPED THE CAR. IT FELT LIKE I HAD NO CONTROL OF THE CAR. ALSO, THE STEERING WAS EXTREMELY DIFFICULT. SOMEHOW, I MANAGED TO STEER THE CAR AWAY FROM THE APARTMENT BUILDING AND MY NEIGHBOR GLASS SLIDER. THE CAR TRAVELED ABOUT 30 PLUS FEET IN ITS ACCELERATION, WHEN A TREE STOPPED IT. IT LEFT ABOUT 20 FEET OF SKID MARKS. I WAS NOT HURT IN THE CRASH. THE CAR SUSTAINED DAMAGE, MAINLY TO THE FRONT BUMPER, COOLANT SYSTEM, AND HOOD, FOR APPROXIMATELY $5,400. I FILED A COMPLAINT WITH TOYOTA CORPORATION, TORRANCE, CALIFORNIA, AND THEY INVESTIGATED THE CAR. THEY REPORTED THEY COULD FIND NOTHING WRONG WITH THE CAR, AND THERE WERE NO DESIGN FAULTS. THE TOYOTA DEALER WHERE I HAD BOUGHT THE CAMRY ADDITIONALLY TESTED THE CAR COMPUTERS, AND ALSO CALLED IN A TOYOTA FACTORY REPRESENTATIVE TO TEST THE CAR. THEY COULD FIND NOTHING WRONG WITH THE CAR. I SOLD THE CAMRY BACK TO THIS DEALER. THE CAR HAD ABOUT 5,400 MILES ON IT AT THE TIME OF THE CRASH. THE CAR HAD BEEN RUNNING WELL UNTIL THIS SUDDEN, UNEXPLAINED ACCELERATION THAT RESULTED IN A CRASH. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10171952
Date of Incident: 20060225
Vehicle: 2006 TOYOTA RAV4
Location of Incident: NASHVILLE, TN
NHTSA Summary:

I PURCHASED A 2006 TOYOTA RAV4 LIMITED 4 CYL IN JANUARY/FEBRUARY OF 2006. I NOTICED A PROBLEM IN ACCELERATION/HESITATION AFTER DRIVING THE VEHICLE FOR ABOUT A WEEK. I HAVE EXPERIENCED ACCELERATION PROBLEMS ON A DAILY BASIS. STEADY PRESSURE ON THE ACCELERATOR YIELDS NO RESPONSE, OR A STUTTER AS THOUGH THE CAR IS ABOUT TO STALL. WHEN THIS OCCURS, THE ONLY WAY TO GET THE CAR MOVING IS TO PUSH THE PEDAL ALL THE WAY TO THE FLOOR, AT WHICH POINT THE ENGINE RACES AND THE CAR SPEEDS UP. THIS HESITATION HAPPENS THROUGHOUT THE DAY. THE FIRST TIME THIS OCCURRED I WAS PULLING ONTO A MAJOR HIGHWAY FROM A SIDE STREET AND WAS NEARLY REAR-ENDED BECAUSE THE CAR SIMPLY WOULD NOT GO (UNTIL I SLAMMED THE PEDAL TO THE FLOOR). THIS IS VERY UNSAFE FOR EVERYDAY DRIVING. I REPORTED THE PROBLEM TO THE TOYOTA DEALER WHO STATED THAT THIS PROBLEM WAS 'NORMAL' FOR TOYOTAS AND SOMETHING I NEEDED TO GET USED TO. THEY DID CHECKOUT THE CAR AND SAID NO ERROR CODES WERE GENERATED AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10155940
Date of Incident: 20060301
Vehicle: 2002 TOYOTA TACOMA
Location of Incident: MIDLAND, PA
NHTSA Summary:

DT*: THE CONTACT STATED THE ENGINE REVS BY ITSELF. THIS HAS OCCURRED ON FIVE SEPARATE OCCASIONS EITHER DRIVING OR PARKED. ONCE WHILE PARKED WITH THE EMERGENCY BRAKE ENGAGED THE VEHICLE REVVED. ON ANOTHER OCCASION WHILE DRIVING IT FELT AS THOUGH THE ACCELERATOR PEDAL WAS PUSHING DOWN BY ITSELF. THE VEHICLE HAS NOT BEEN TAKEN TO THE DEALERSHIP FOR INSPECTION. UPDATED 03/10/06

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10152271
Date of Incident: 20060303
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: ST. THOMAS, VI
NHTSA Summary:

DROVE CAR TO WORK ON DAY OF ACCIDENT WITH NO INCIDENTS. PARKED VEHICLE FOR ABOUT 5 HOURS THEN DROVE IT AGAIN FOR ABOUT 1 HALF HOUR THEN PARK. AT 5:00 P.M. LEFT THE OFFICE TO GO HOME. ON THE WAY HOME I MADE TOW STOPS, ONE AT THE POST OFFICE AND ANOTHER AT MY SISTER'S HOUSE. UPON LEAVING MY SISTER'S, I PROCEED TO GO UP HILL. WHEN I GOT TO THE TOP OF THE HILL WITH MY FOOT ON THE BRAKE PEDAL I PROCEEDED TO PUT THE VEHICLE IN LOW GEAR AS I AM ACCOUSTOMED TO WHEN GOING DOWN A HILL WHICH I WAS ABOUT TO DO. AS I PUT THE VEHICLE IN GEAR, IT ACCELERATED TO TOP SPEED GOING DOWN THE HILL. I LOOKED DOWN TO MAKE SURE MY FOOT WAS ON THE BRAKE PEDAL.. IT WAS. THE VEHICLE BEGAN RACING DOWN HILL. I APPLIED THE EMERGENCY BRAKES BUT IT DID NOT HOLD. I DECIDED TO TRY TO STEADY THE VEHICLE WITH BOTH HANDS ON THE STEERING WHEEL AS I LOST CONTROL OF THE VEHICLE TO NO AVAIL. I CRASHED INTO A PARKED VEHICLE, BOUNCED FROM SIDE TO SIDE THEN HIT A BUMP IN THE ROAD AND BECOME AIRBORNE. THE VEHICLE DROPPED IN A DITCH BOUNCED AGAIN THEN CRASHED INTO A DIRT EMBANKMENT ON THE OTHER SIDE OF THE STREET AT WHICH TIME BOTH THE DRIVER'S AND PASSENGER'S AIRBAGS DEPLOYED. ON JANUARY 6, 2006 I TOOK THE VEHICLE TO THE TOYOTA DEALER HERE ON ISLAND FOR FULL SERVICE. THE FRONT BRAKES WERE CHANGED AS INDICATED ON MY WORK ORDER AND THE BACK BRAKES WERE CLEANED AND ADJUSTED. ON MARCH 6, 2006, I WENT IN TO THE SERVICE DEPARTMENT TO REPORT THE ACCIDENT DESCRIBING WHAT HAPPENED. I WAS TOLD THAT THE BRAKES WERE NOT THE PROBLEM. WHEN I ASKED WHAT WOULD CAUSE THE VEHICLE TO DO SOMETHING LIKE THAT, THEY TOLD ME THEY DID NOT KNOW AND THAT THEY WOULD HAVE A SPECIALIST FROM PUERTO RICO FLY IN TO LOOK AT THE VEHICLE. I AM WAITING TO HEAR FROM THEM. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10155719
Date of Incident: 20060303
Vehicle: 2005 LEXUS ES
Location of Incident: LARGO, FL
NHTSA Summary:

SUDDEN, UNINTENDED ACCELERATION DUE TO SIGNIFICANT THROTTLE LAG. PEDAL IS ALMOST TO THE FLOOR BEFORE CAR MOVES, AND THEN DOES SO AS IF YOU HAD DELIBERATELY PUSHED IT THAT FAR. ALSO, UPON ACCELERATION, CAR STALLS FOR ONE TO TWO SECONDS BEFORE ENGAGING. THIS HAS CAUSED SEVERAL NEAR COLLISIONS, ONE WITH A DUMP TRUCK. LEXUS CLAIMS THIS IS "OPERATING AS DESIGNED." *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10153523
Date of Incident: 20060308
Vehicle: 2004 TOYOTA TACOMA
Location of Incident: FOUNTAIN VALLEY, CA
NHTSA Summary:

AT A STOP, VEHICLE DOES NOT ACCELERATE AFTER DEPRESSING THE GAS PEDAL. 2 OCCASIONS NEARLY CAUSED AN ACCIDENT. ALSO, AT CRUISING SPEEDS (60-70 MPH) VEHICLE WILL DECELERATE WITHOUT ANY CHANGE IN PRESSURE TO THE GAS PEDAL. *NM

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10152689
Date of Incident: 20060314
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: TULSA, OK
NHTSA Summary:

DT*: THE CONTACT STATED THE VEHICLE HAS LURCHED FORWARD SIX TIMES SINCE PURCHASE. THIS HAPPENS WITH THE BRAKE PEDAL DEPRESSED AND WITH THE VEHICLE AT A STOP OR WHILE TRAVELING. THE VEHICLE HAS BEEN TO THE DEALERSHIP, BUT THE PROBLEM COULD NOT BE DUPLICATED. THE MANUFACTURER HAS BEEN ALERTED.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10153712
Date of Incident: 20060318
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: EASTON, PA
NHTSA Summary:

WHILE ROLLING TO A STOP BETWEEN TRAFFIC SIGNALS FOOT OFF THE GAS PEDAL MY VEHICLE SUDDENLY REVVED ITSELF UP AND BOLTED FORWARD CREATING A 3 VEHICLE ACCIDENT. I HIT THE BRAKE WHEN I FELT THE INITIAL SURGE, BUT STILL HIT THE VEHICLE IN FRONT. SEAT BELTS WERE WORN IN EACH VEHICLE AND MY AIRBAG DIDN'T DEPLOY. MY VEHICLE HAS SUFFERED OVER $4,500 IN DAMAGE AND WON'T RUN WHILE IT SITS AT AN AUTO BODY SHOP, THE NOSE AND BUMPER ARE BADLY DAMAGED. I WAS TOLD THIS SOUNDS LIKE "UNINTENTIONAL ACCELERATION" . THE VEHICLE IS AWAITING THE PARTS FOR REPAIRS. *JB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10153234
Date of Incident: 20060319
Vehicle: 2005 TOYOTA TUNDRA
Location of Incident: KING GEORGE, VA
NHTSA Summary:
CRUISE CONTROL DOWN SHIFTS TWO GEARS ON SLIGHT UPGRADES. EVEN ELEVATION CHANGES OF LESS THAN FIFTY FEET ON THE HIGHWAY CAN TRIGGER THIS. THE SUDDEN UNINTENDED APPLICATION OF FULL THROTTLE ACCELERATION IS ALARMING AND DANGEROUS. THIS SURGE OR POWER ALWAYS RESULT IN THE CRUISE CONTROL SURGING PAST THE SET SPEED USUALLY BY FIVE MILES PER HOUR. DEPENDING ON TERRAIN THIS CAN HAPPEN AS OFTEN AS EVERY TWENTY SECONDS! *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10154310
Date of Incident: 20060321
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: COSTA MESA, CA
NHTSA Summary:
3 INCIDENTS OF SUDDEN ACCELERATIONS. THE LAST ONE CAUSING PROPERTY DAMAGE. THE DEALER SAID NOTHING WRONG WITH CAR. I FOUND MANY OTHER PEOPLE ON-LINE THAT HAD SAME PROBLEM. SOMEONE IS GOING TO GET KILLED IN A CROSSWALK OR PARKING LOT. I'M AFRAID TO DRIVE IT OR SELL IT TO ANOTHER WITH THIS PROBLEM. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10154294
Date of Incident: 20060325
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: BROAD RUN, VA
NHTSA Summary:
SUDDEN ACCELERATION OF OUR 2004 TOYOTA CAMRY XLE AFTER SLOWING DOWN AND MAKING A 100 DEGREE RIGHT TURN INTO THE GARAGE. THE CAR ACCELERATED ON ITS OWN FOR 90 FEET, SIDE-SWIPED OUR JEEP PARKED IN THE GARAGE, AND THEN TOOK OUT THE LOAD BEARING WALL AT THE REAR RIGHT OF THE GARAGE. CAR HAS 16K MILES ON IT AND HAS BEEN GARAGED AT ALL TIMES. INSURANCE ADJUSTER SAYS THERE APPEARS TO BE A PROBLEM, BUT CANNOT FIGURE IT OUT SINCE THIS IS CAR RELIES ON ELECTRONIC CONTROL THROUGHOUT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10153776
Date of Incident: 20060326
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: MERRIAM, KS
NHTSA Summary:
DT*. THE CONTACT STATED WHILE PLACING THE ENGINE INTO DRIVE, THE ENGINE REVVED HIGH AND THE VEHICLE SUDDENLY ACCELERATED. THE BRAKE PEDAL WAS DEPRESSED WHEN THE VEHICLE CRASHED INTO A BRICK GARAGE WITH NO PRIOR WARNING. THE VEHICLE SUSTAINED DAMAGE TO THE FRONT WITH ADDITIONAL DAMAGE TO THE GARAGE. THE POLICE WERE NOT CONTACTED SINCE THIS HAPPENED ON PRIVATE PROPERTY. THE VEHICLE REMAINS AT THE SCENE OF THE INCIDENT AND HAS NOT BEEN INSPECTED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10154549
Date of Incident: 20060403
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BOYNTON BEACH, FL
NHTSA Summary:
I WAS PARKED IN A STRIP MALL WHERE I HAD JUST PICKED UP SOME DRY CLEANING. I ENTERED MY CAR, A 2003 TOYOTA CAMRY XLE, AND STARTED THE ENGINE. I THEN PUT THE CAR IN REVERSE GEAR, AND REMOVED MY FOOT FROM THE BRAKE. THE CAR SUDDENLY ACCELERATED IN REVERSE..AND WENT TOTALLY OUT OF CONTROL, HITTING ANOTHER CAR PARKED ACROSS FROM MINE AND CONTINUED IN A SOMEWHAT CIRCULAR PATH UNTIL I WAS ABLE TO APPLY THE BRAKE AND COME TO A STOP. I HAVE CALLED NHTSA TODAY AND WAS TOLD THAT THERE HAVE BEEN 83 PREVIOUS COMPLAINTS FOR THIS VEHICLE UNDER "VEHICLE SPEED CONTROL." AND 15 COMPLAINTS UNDER "VEHICLE SPEED CONTROL, ACCELERATOR PEDAL." I HAVE ALSO CALLED TOYOTA MOTOR SALES (1 800 331-4331) AND WAS TOLD THAT THEY WOULD MAKE AN APPOINTMENT WITH A NEARBY TOYOTA DEALER TO HAVE MY CAR INSPECTED FOR ANY DEFECTS. I HAVE ALSO GONE TO A AUTO BODY SHOP WHERE THE DAMAGES TO MY CAR HAVE BEEN ESTIMATED AT $3,879.13. IN ADDITION, THE POLICE ARRIVED AT THE SCENE AND I WAS CITED FOR "CARELESS DRIVING," AND PAID A FINE OF $107.70. I AM ALSO BEEN REQUIRED TO ATTEND A 4 HOUR TRAFFIC SCHOOL, WHERE THE FEE IS $35.95 I WISH TO HAVE THIS MATTER INVESTIGATED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296058
Date of Incident: 20060412
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: DANIELSVILLE, GA
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA CAMRY. THE VEHICLE WOULD HESITATE WHEN APPLYING PRESSURE ON THE ACCELERATOR PEDAL, AND THEN LURCH FORWARD. THE VEHICLE HAS BEEN TAKEN TO THE DEALER MULTIPLE TIMES. THE TECHNICIANS STATED THAT THEY COULD NOT PROVIDE A REMEDY BECAUSE IT WAS A COMPUTER FAILURE BETWEEN THE ACCELERATOR PEDAL AND THE MOTOR. THE FAILURE MILEAGE WAS 4500 . THE CURRENT MILEAGE WAS 40,600.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10155701
Date of Incident: 20060414
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: ALEXANDRIA, VA
NHTSA Summary:
2006 TUNDRA - HAVE HAD TRUCK ONLY 2 WEEKS AND TOOK ROAD TRIP. WHEN USING CRUISE CONTROL AND STARTING UP A MODEST HILL VEHICLE WILL KICK DOWN FROM OVERDRIVE INTO DRIVE, EVEN THOUGH W/O CRUISE VEHICLE CAN HANDLE HILL FINE IN OVERDRIVE. THIS WILL BRING RPMS FROM 2000 TO 3000. THIS IS MERELY ANNOYING. SOMETIMES WILL KICK DOWN PAST DRIVE AND INTO 3RD GEAR, BRINGING RPMS TO 5000 AND CAUSE THE VEHICLE TO ACCELERATE RAPIDLY ON HILL. THIS SEEMS UNSAFE, ESPECIALLY IN CROWDED OR WET CONDITIONS. HAVE FOUND NUMEROUS COMPLAINTS FROM OTHER TUNDRA OWNERS ONLINE. ALL SAY DEALER AND TOYOTA CLAIM THIS IS "NORMAL." TOYOTA CORPORATE OFFICE TOLD ME THEY CONSIDER THIS "NORMAL" AND RECOMMEND I NOT USE CRUISE CONTROL IN HILLY AREAS. MUST NOT HAVE HILLY AREAS WHERE TOYOTA ENGINEERS LIVE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10168685
Date of Incident: 20060415
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: SAN FRANCISCO, CA
NHTSA Summary:
THROTTLE LAG AT LOW SPEED AND FROM STOP IS INCONSISTENT AND HAS BEEN THE CAUSE FOR SEVERAL CLOSE CALLS WHEN PULLING INTO TRAFFIC. SOME INSTANCES HAVE BEEN SEVERAL SECONDS BEFORE ACTUAL THROTTLE RESPONSE. DRIVER HAS TO USE HARDER ACCELERATION TO COMPENSATE WHEN THIS HAPPENS. THIS IS A SAFETY ISSUE THAT TOYOTA IS AWARE OF BUT DECLINES TO ADMIT IT IS A PROBLEM. DRIVER IS VERY CONCERNED THAT THIS ISSUE WILL BE CAUSE OF AN ACCIDENT. WAS PROVIDED SUPPOSED "UPDATE" TO CAR COMPUTER, BUT SAME PROBLEM EXISTS. DEALERSHIP STATED THAT "UPDATE" DOES NOT HELP ENTIRELY. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10162826
Date of Incident: 20060420
Vehicle: 2006 TOYOTA RAV4
Location of Incident: TAMPA, FL
NHTSA Summary:
VEHICLE SPEED CONTROL: THE RAV4 HAS SOME SPEED CONTROL PROBLEMS. SOMETIMES, IT DOES NOT DOWN-SHIFT PROPERLY. THEN, SUDDENLY IT DOWN SHIFTS AND ACCELERATES EXTREMELY. THERE IS NO CERTAIN WAY OF CONTROLLING THE SHIFT. IT MAY CREATE HAZARDOUS SITUATIONS ESPECIALLY MERGING TO THE TRAFFIC. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10264135

Date of Incident: 20060422
Vehicle: 2006 TOYOTA CAMRY SOLARA
Location of Incident: CHANDLER, AZ
NHTSA Summary:
I OWN A 2006 SOLARA SLE 6CY. AND THE CAR HESITATES WHEN ACCELERATING (SUCH AS MERGING INTO TRAFFIC). TOYOTA HAS KNOWLEDGE OF THIS VERY PROBLEM ALONG WITH THE DEALERSHIPS AND ALL THAT NEEDS TO BE DONE IS A REFLASH. THE PROBLEM HAS TO DO WITH THE CARS ONBOARD COMPUTER. SO WHEN THEY PUT AN UPDATE IN THE COMPUTER IT IS CALLED REFLASHING. IF ENOUGH PEOPLE COMPLAIN OR IF SOMEONE IS KILLED THEY MIGHT FIND THE TIME TO TAKE CARE OF THIS. SO WHEN I AND MANY OTHERS TAKE THE TIME TO ADVISE TOYOTA AND THE DEALERSHIPS, I FEEL THEY SHOULD TAKE THE TIME TO ADDRESS THIS PROBLEM. PLEASE HELP ADDRESS THIS PROBLEM BY FILING A COMPLAINT AND ALSO BY CALLING TOYOTA MAYBE WE CAN FINALLY GET THE HESITATION PROBLEM TAKEN CARE OF. *TR THANK YOU. JJ
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10273487
Date of Incident: 20060424
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: SIMMI, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA COROLLA. THE CONTACT STATED THAT THE VEHICLE ACCELERATED ON ITS OWN. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND THEY KEPT IT OVERNIGHT. THEY FOUND NO FAILURES WITH THE VEHICLE. THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. ONCE AGAIN, NO FAILURES WERE FOUND. ON ONE OCCASION, THE VEHICLE ACCELERATED AND STRUCK ANOTHER VEHICLE. THE OCCUPANTS IN THE OTHER VEHICLE WERE INJURED AND THE CONTACT SUSTAINED CHEST PAIN FROM THE SEAT BELT. A POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY MADE REPAIRS. THE CONTACT DID NOT FEEL SAFE DRIVING THE VEHICLE; THEREFORE, IT WAS REPLACED WITH A 2006 COROLLA. CURRENTLY, THE 2006 COROLLA IS EXPERIENCING THE SAME FAILURES AS THE 2004 MODEL. THE DEALER STATED THAT SHE COULD BRING IN THE VEHICLE AND PAY $98 PER HOUR FOR A DIAGNOSTIC. THE CONTACT IS AFRAID TO DRIVE THE VEHICLE. THE FAILURE AND CURRENT MILEAGES WERE 22,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10156567
Date of Incident: 20060427
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: TRUJILLO ALTO, PR
NHTSA Summary:
ON APRIL 27, 2006 MY DAD STARTED THE ENGINE TO GO TO CHURCH AND THE CAR ACCELERATED IN PARKING POSITION. CAR WAS TURNED OFF AND STARTED AGAIN, ONCE STARTED IT DROVE FINE. THE SAME DAY WHEN MY DAD WAS COMING FROM CHURCH HE STARTED THE CAR AND WHEN HE PUT IT IN DRIVE THE CAR ACCELERATED ITSELF AND ITT BOLTED OUT AND WENT OVER A PILE OF SAND THAT WAS ON THE SIDE ON THE ROAD. THE CAR FLIPPED AND STOPPED AGAINST THE FENCE OF A HOUSE. THE AIR BAGS DID NOT DEPLOY. MY DAD WAS TAKEN TO THE HOSPITAL AND THE CAR WAS A TOTAL LOSS. HE WAS LUCKY TO HAVE HIS SEAT BELT ON. I'VE REVIEWED OTHER COMPLAINTS AND IT SEEMS TO ME THAT THIS HAS HAPPENED TOO MANY TIMES TO JUST

BE A RANDOM DEFECT. I HOPE THIS ACCIDENT IS INVESTIGATED TO AVOID UNNECESSARY DEATHS DUE TO THIS PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10156846
Date of Incident: 20060428
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SOUTH RUSSELL, OH
NHTSA Summary:
DT* THE CONTACT STATED WHILE DRIVING 25 MPH DEPRESSING THE BRAKE PEDAL THE VEHICLE ACCELERATED. THIS OCCURRED FOUR TIMES. THE FIRST 3 TIMES THE VEHICLE WAS STOPPED WITH EXCESSIVE PRESSURE TO THE BRAKE PEDAL. THE LAST TIME THE VEHICLE STRUCK A POLE. THERE WAS A POLICE REPORT TAKEN AT THE SCENE OF THE ACCIDENT. THE VEHICLE WAS TOWED TO AN INDEPENDENT REPAIR SHOP FOR BODY REPAIRS CAUSED BY THE CRASH. WHEN THE VEHICLE WAS INSPECTED THE FIRST THREE TIMES DIAGNOSTIC TESTING DID NOT IDENTIFY ANY CODES. ALSO, WHILE CARRYING 125 POUNDS OF BIRD SEED IN THE TRUNK, THE VEHICLE BEGAN TO VEER TO THE LEFT ON A SLUSHY ROAD. WHEN THE BIRD SEED WAS MOVED TO THE FRONT PASSENGER SEAT THE VEHICLE OPERATED NORMALLY. THE MANUFACTURER WAS ALERTED. UPDATED 7/11/2006 - THE CONSUMER REPORTED THESE INCIDENTS TO THE DEALER BUT THEY TOLD THE CONSUMER THAT NOTHING WAS WRONG *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10157467
Date of Incident: 20060430
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CENTENNIAL, CO
NHTSA Summary:
I WAS DRIVING INTO THE AUTOMATIC CAR WASH, SLOWED TO GO UP SLIGHT RAMP TO TOP. GAVE THE CAR A LITTLE GAS AND IT STARTED REVING, DID NOT STOP WHEN BRAKE PEDAL PUSHED, JUMPED THE TRACK AND HIT THE SIDE OF THE CAR WASH. THE CAR WAS ABLE TO BE MOVED TO OUTSIDE CARWASH, STILL REVING BUT WAS ABLE TO STOP AND TURN OFF THE ENGINE. THE FRONT BUMPER AND DRIVER'S SIDE FRONT FENDER WERE REPLACED, AND SUSPENSION DAMAGE REPAIRED *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294383
Date of Incident: 20060504
Vehicle: 2002 LEXUS RX300
Location of Incident: SHAVER TOWN, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 RX300 LEXUS. WHILE DRIVING 55 MPH ON A HILL, THE VEHICLE ACCELERATED ON ITS OWN AND THE PEDAL WAS STUCK TO THE FLOOR. SHE WAS ONLY ABLE TO STOP THE VEHICLE AFTER SHIFTING INTO NEUTRAL GEAR. THE CONTACT SHUT THE ENGINE OFF AND ATTEMPTED TO EXIT THE VEHICLE, HOWEVER, THE DOORS FAILED TO OPEN UNTIL SHE RESTARTED THE VEHICLE. THERE WAS A LOUD NOISE PRESENT IN THE ENGINE AFTER RESTARTING THE VEHICLE, HOWEVER, THE VEHICLE BEGAN MOVING IN REVERSE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE VEHICLE WAS PURCHASED. THE DIAGNOSTIC COMPUTER TEST INDICATED

THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE DEALER STATED THAT THE FLOOR MATS COULD HAVE CAUSED THE FAILURE, ALTHOUGH, THE HOOKS WERE SECURELY FASTENED ONTO THE FLOOR MATS. THE FAILURE OCCURRED ON ONE OCCASION. THE FAILURE MILEAGE WAS 43,433 AND THE CURRENT MILEAGE WAS 73,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10179066
Date of Incident: 20060507
Vehicle: 2006 TOYOTA RAV4
Location of Incident: MERCER, WI
NHTSA Summary:
TL* - THE CONTACT STATED THE HE OWNS A 2006 TOYOTA RAV4. WHILE DRIVING HIS VEHICLE AT 5 MPH AND HE WAS TRIED TO COME TO A STOP WHEN THE VEHICLE ACCELERATED. THE CONTACT STATED THAT THIS HAPPENED 3 TIMES BEFORE HE TOOK THE VEHICLE TO DEALERSHIP. THE DEALERSHIP DID RUN A COMPUTER DIAGNOSTIC AND FOUND NO ERRORS. THE CONTACT STATED THAT THE VEHICLE RAN FINE FOR A WHILE AND ON 12/29/06 WHILE DRIVING THE VEHICLE TRIED TO MAKE A TURN AND TO STOP WHEN THE VEHICLE ACCELERATED AGAIN. HE STATED THAT THIS HAS HAPPENED 4 TIMES THAT DAY. THE CONTACT STATED THAT THE SECOND TIME THE VEHICLE WOULD NOT COME TO A STOP AND RAN INTO STAIRS WHICH DAMAGED THE GUARD THAT PROTECTS THE BUMPER. THE CONTACT CALLED TOYOTA'S REGIONAL OFFICE IN CHICAGO. THE CONTACT MET AN INVESTIGATOR AT A DEALERSHIP TO RUN MORE DIAGNOSTIC TESTING. THE CONTACT STATED THAT THE INVESTIGATOR FOUND NOTHING WRONG WITH THE VEHICLE, BUT IS WAITING FOR THE OFFICIAL TEST RESULTS. *JB THE CONSUMER STATED THE THIRD TIME THE INCIDENT HAPPENED, HE RAN INTO A DECK AND CAUSED DAMAGE TO THE VEHICLE. UPDATED 03/07/07*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10157726
Date of Incident: 20060508
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: GREENSBORO, NC
NHTSA Summary:
DT*. THE CONTACT STATED THE VEHICLE ACCELERATED OUT OF CONTROL 3 TIMES WHEN PULLING INTO A PARKING SPACE. THE CONSUMER NEVE RHIT ANOTHE RPERSON OR CAR. SHE LID IN A RETIREMENT HOME WITH OTHERS WHO PARK IN A CROWDED LOT. THE CONTACT BELIEVED THAT A DEFECT CAUSED THESE THREE INCIDENTS. UPDATED 06/01/2006. *AK *TS
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10158514
Date of Incident: 20060509
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ALEXANDRIA, VA
NHTSA Summary:
DT*. THE CONTACT STATED WHILE DRIVING SLOWLY AT 1 MPH WIT FOOT ON THE BRAKE PEDAL, THE VEHICLE ACCELERATED SUDDENLY CAUSING AN ACCIDENT. THE VEHICLE CRASHED INTO THREE OTHER VEHICLE'S CAUSING PROPERTY DAMAGE. THE SEAT BELTS WERE IN USE AT THE TIME. THE AIR BAGS DID NOT DEPLOY. THERE WERE NO PROBLEMS

PRIOR TO THIS ACCIDENT. THE VEHICLE WAS TOWED TO LOCAL DEALERSHIP WHERE THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE VEHICLE HAS BEEN INSPECTED BY TOYOTA. THE POLICE WERE ALERTED TO THE SCENE AND A REPORT WAS FILED. UPDATED 6/19/2006 - *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10157456
Date of Incident: 20060512
Vehicle: 2005 LEXUS LS430
Location of Incident: NOKOMIS, FL
NHTSA Summary:
DT* THE CONTACT STATED WHILE ATTEMPTING TO APPLY PRESSURE TO THE ACCELERATOR PEDAL AT LOW SPEEDS, THE VEHICLE HESITATED. THE VEHICLE HAS BEEN TAKEN TO THE DEALERSHIP THREE TIMES. THEY DETERMINED IT WAS A DESIGN ISSUE. THE MANUFACTURER WAS ALERTED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286649
Date of Incident: 20060515
Vehicle: 2005 TOYOTA MATRIX
Location of Incident: COLUMBUS, OH
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA MATRIX. WHILE DRIVING 15 MPH AND MAKING A RIGHT TURN HE EXPERIENCED UNINTENDED VEHICLE ACCELERATION. HE WAS ABLE TO RESUME NORMAL OPERATION AFTER REPEATED BRAKING ATTEMPTS. HE EXPERIENCED IDENTICAL FAILURE ON THREE OCCASIONS. THE FAILURE MILEAGE WAS 40,000 AND THE CURRENT MILEAGE WAS 65,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10158098
Date of Incident: 20060521
Vehicle: 2006 TOYOTA RAV4
Location of Incident: WOODINVILLE, WA
NHTSA Summary:
DT* THE CONTACT STATED AFTER BEING PARKED IN A PARKING LOT FOR 2 HOURS AND 15 MINUTES, THE VEHICLE WAS STARTED. IT WAS PLACED IN REVERSE AND THE ACCELERATOR PEDAL WAS DEPRESSED. WHILE THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE PROCEEDED AT AN EXCEPTIONAL SPEED. IN AN ATTEMPT TO STOP THE MOMENTUM OF THE VEHICLE, THE CONTACT PLACED THE VEHICLE INTO NEUTRAL. DURING THE INCIDENT, THE VEHICLE MADE AN EXTREMELY LOUD NOISE AS IF THE VEHICLE WAS TRAVELING AT 100 MPH. THE BRAKES WERE USED TO STOP THE VEHICLE. THE KEY WAS TURNED TO THE OFF POSITION AND THE VEHICLE WAS LATER DRIVEN HOME. THE VEHICLE IS CURRENTLY AT THE SERVICE DEALER FOR INSPECTION.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10158040
Date of Incident: 20060522

Vehicle: 2005 TOYOTA MATRIX
Location of Incident: WEST END, NC
NHTSA Summary:
DT*. THE CONTACT STATED WHILE ATTEMPTING TO APPLY PRESSURE TO THE ACCELERATOR PEDAL THE VEHICLE LURCHED FORWARD. THE DEALERSHIP DETERMINED IT WAS THE LACK OF LUBRICATION TO THE ACCELERATOR PEDAL THAT CAUSED THE PROBLEM. THE MANUFACTURER WAS NOT ALERTED. UPDATED 7/13/2006 - *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10166526
Date of Incident: 20060528
Vehicle: 2006 TOYOTA COROLLA
Location of Incident: KILL DEVIL HILLS, NC
NHTSA Summary:
ON MAY 28, 2006, WHILE ATTEMPTING TO MAKE A ROUTINE STOP IN A COMMERCIAL LOT, THE ENGINE OF THE CAR REVVED. THE CAR ACCELERATED AND JUMPED THE CONCRETE STOP AT THE END OF THE PARKING SPACE AND CRASHED INTO A TREE CAUSING EXTENSIVE DAMAGE ALONG THE DRIVER'S SIDE OF THE CAR. THE CAR WAS TOWED TO THE DEALERSHIP WHO MADE THE REPAIRS. THE DEALERSHIP FROM WHOM I BOUGHT THE CAR INDICATED VERBALLY THAT NOTHING WAS WRONG WITH THE ENGINE. I AM CERTAIN THAT HUMAN ERROR DID NOT PLAY A PART IN THE CAR'S SUDDEN ACCELERATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10196913
Date of Incident: 20060601
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: STONY POINT, NY
NHTSA Summary:
2003 TOYOTA CAMRY FAULTY ACCELERATION CUSTOMER STATES VEHICLE ACCELERATED OUT OF CONTROL AND CAUSED HER TO HIT ANOTHER CAR AND A HOUSE**SB *JB SEE ALSO 10183782 *SY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10159293
Date of Incident: 20060601
Vehicle: 2002 LEXUS ES
Location of Incident: CHULA VISTA, CA
NHTSA Summary:
WHEN MY VEHICLE IS IMMEDIATELY PUT IN DRIVE GEAR FROM REVERSE GEAR, FOOT TAKEN OFF THE BRAKE AND TAP THE GAS PEDAL, MY VEHICLE SURGES FORWARD AS IF IT IS IN FULL THROTTLE. AS RESULT, MY VEHICLE JUMPED THE CURB AND IMPACTED A BRICK WALL. I SUFFERED A BLOODY NOSE AND A CUT ON MY HAND. THE VEHICLE SUFFERED FRONTAL DAMAGE AND IS UNDRIVEABLE. I HAVE CONTACTED THE AUTO MANUFACTURER. THEY WILL TOW AND INSPECT IT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10288979
Date of Incident: 20060601
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: HARVEST, AL
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA TUNDRA. THE DRIVER-SIDE ALL WEATHER FLOOR-MAT BECAME STUCK UNDERNEATH OF THE ACCELERATOR PEDAL. THE VEHICLE THEN ACCELERATED UP TO 110 MPH. HE TURNED THE VEHICLE OFF AND THEN BACK ON, PULLED THE EMERGENCY BRAKE, AND THEN PRESSED ON THE BRAKE PEDAL. BUT THE VEHICLE WOULD NOT STOP. IT TOOK 1/4 OF A MILE TO STOP THE VEHICLE. AFTER HE DISCONTINUED VEHICLE OPERATION HE REMOVED THE FLOOR MAT FROM UNDER THE ACCELERATOR PEDAL. HE CONTACTED THE DEALER, BUT THEY DID NOT IDENTIFY A REMEDY. THE CURRENT MILEAGE WAS 30,000. THE FAILURE MILEAGE WAS 3,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10164477
Date of Incident: 20060603
Vehicle: 2004 LEXUS ES330
Location of Incident: BLUE BELL, PA
NHTSA Summary:
DT* THE CONTACT STATED WHILE EXITING THE DRIVE WAY THE VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING. THERE WAS A CRASH WITH AN ONCOMING VEHICLE BEFORE IT STALLED IN THE YARD ACROSS THE STREET. A POLICE REPORT WAS FILED AND THERE WAS PROPERTY DAMAGE. THE VEHICLE WAS TOWED TO AN INDEPENDENT REPAIR SHOP WHO REPAIRED THE DAMAGES TO THE BODY OF THE VEHICLE. THE DEALER HAS NOT BEEN ALERTED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160863
Date of Incident: 20060607
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: ELMWOOD PARK, IL
NHTSA Summary:
AT APPROXIMATELY 2:30 PM, MY SON WAS BACKING OUT OF OUR DRIVEWAY IN OUR 2001 4 CYLINDER CAMRY. HE PLACED THE CAR IN REVERSE AND THE CAR SHOT BACKWARD AT VERY HIGH SPEED, COMPLETELY OUT OF CONTROL. THE CAR TRAVELED ABOUT 65 FEET ACROSS OUR NARROW SIDE STREET, WHERE THE CAR SIDE-SWIPED A CEMENT WORKER'S TRUCK AND SUBSTANTIALLY SLOWED DOWN FOR ABOUT 1 SECOND DUE TO THE CONTACT. MY SON WAS ATTEMPTING TO PULL THE ACCELERATOR UP WITH HIS FOOT WHILE THE CAR WAS SIDE-SWIPED, THINKING THAT THE ACCELERATOR HAD JAMMED, WHEN THE CAR BROKE AWAY FROM THE SIDE-SWIPE AND AGAIN SHOT OUT AT UNCONTROLLABLE SPEED. THE CAR HAD BEEN STEERED SLIGHTLY TO THE DRIVER'S LEFT, SO THE CAR PROCEEDED IN A SEMI-CIRCLE ANOTHER 75 FEET, BACK ACROSS THE CURB OVER OUR LAWN THROUGH AND OVER APPROXIMATELY 1 FOOT HIGH LANDSCAPING STONE AND CAME TO A REST INCHES FROM OUR HOUSE. ONLY AFTER MY SON PULLED UP THE PARKING BRAKE AND SOMEHOW THREW THE CAR INTO PARK. I'VE GONE THROUGH TOYOTA REGIONAL IN AURORA, IL - THEY SENT THEIR ENGINEER WHO PERFORMED A NON-ROAD TEST ON THE CAR AT THE BODY SHOP, FOUND NOTHING WRONG. THEREAFTER, ONE OF MY CO-WORKERS DID SOME WEB SEARCH AND DISCOVERED THE CONCEPT OF "SUDDEN ACCELERATION", THE RECALL ON THE 2001 6 CYLINDER TOYOTAS AND THE NHTSA INQUIRIES ON THE 2002-04 MODELS. TOYOTA REFUSES TO DO ANYTHING OTHER THAN HAVE THEIR ENGINEER MEET ME TO DO A ROAD TEST AFTER THE BODY WORK IS FIXED. I AM SHOCKED AND STUNNED AT TOYOTA'S LACK OF CONCERN ON SUCH AN OBVIOUS SAFETY ISSUE. I HAVE MORE, BUT HAVE EDITED THIS TO COMPLY WITH THE 2000 CHARACTER REQUIREMENT. PLEASE CONTACT ME. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160012
Date of Incident: 20060609
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: NILES, IL
NHTSA Summary:
DT*: THE CONTACT STATED WHILE DRIVING 7 MPH IN HEAVY STOP AND GO TRAFFIC WITH THE BRAKES APPLIED. THE VEHICLE ACCELERATED INTO THE REAR OF ANOTHER VEHICLE. THE CONTACT WAS WEARING A SEAT BELT AND NO INJURIES WERE SUSTAINED. MINOR DAMAGE WAS SUSTAINED TO THE VEHICLE. THE POLICE WERE ON THE SCENE AND A REPORT WAS TAKEN. THE VEHICLE WAS NOT INSPECTED BY A DEALER. UPDATED 7/13/2006 - THIS ACCELERATION PROBLEM OCCURRED 6-7 TIME PRIOR TO THIS ACCIDENT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10159869, 10161408
Date of Incident: 20060610
Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: ELLWOOD CITY, PA
NHTSA Summary:
I DROVE UP HILL, SLOWED, TURNED, AND PULLED BEHIND TRUCK TO PARK OFF THE SIDE OF THE ROAD. THIS WAS ALSO UPHILL. THE CAR WAS STOPPED. I WENT TO PUT MY FOOT ON THE BRAKE TO SHIFT INTO PARK, AND THE CAR FOR SOME REASON ACCELERATED WILDLY (LOUD ROARING OF ENGINE). IT THEN LURCHED FORWARD VERY FAST AND SLAMMED INTO THE TRUCK THAT WAS IN FRONT OF ME. I HAD NO POWER TO STOP IT. THIS INCIDENT WAS COMPLETELY OUT OF MY CONTROL. I HAVE HAD PROBLEMS IN THE PAST WITH THIS VEHICLE WITH SEVERE HESITATION. I HAVE ALSO HAD A HESITATION, FOLLOWED BY EXTREME ACCELERATION. I DID FILE A COMPLAINT PREVIOUSLY. THIS IS A VERY DANGEROUS CONDITION. IT COULD HAVE BEEN A CHILD I HIT INSTEAD OF A TRUCK! THE DEALER SAYS THEY CAN'T FIND A PROBLEM WITH MY CAR. THIS IS A SPORADIC OCCURRENCE, BUT IT SHOULDNT HAPPEN AT ALL. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10162657
Date of Incident: 20060611
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: BURLINGTON, MA
NHTSA Summary:
2003 TOYOTA COROLLA LE REVVED UP WHEN BRAKES WERE APPLIED. *KB THE CONSUMER HAD TO APPLY A GOOD AMOUNT OF PRESSURE TO THE PEDAL AND EVENTUALLY, HE SHIFTED THE GEAR INTO NEUTRAL. THE VEHICLE CAME TO A SAFE STOP AND THE VERY FAST IDLE WHICH MAY HAVE LASTED FOR 10 SECONDS HAD RETURNED TO NORMAL. THE DEALER WAS UNABLE TO DUPLICATE WHAT THE CONSUMER HAD EXPERIENCED. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10159876, 10159874
Date of Incident: 20060614
Vehicle: 2005 LEXUS ES330
Location of Incident: MIAMI, FL
NHTSA Summary:
DT*. THE CONTACT STATED THAT THE VEHICLE HESITATED WHILE THE ACCELERATOR PEDAL WAS INITIALLY DEPRESSED. THE VEHICLE HAS NOT BEEN INSPECTED BY A MECHANIC. UPDATED 7/5/2006 - THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONSUMER WAS TOLD THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160894
Date of Incident: 20060615
Vehicle: 2006 TOYOTA RAV4
Location of Incident: PLEASANTON, CA
NHTSA Summary:
ERRATIC ACCELERATION WHICH CREATES HAZARDOUS SITUATIONS. SOMETIMES VEHICLE CONTINUES TO ACCELERATE WHEN ACCELERATOR PEDAL IS DEPRESSED, CAUSING UNPREDICTABLE BEHAVIOR WHICH LEADS TO DANGEROUS SITUATIONS. SOMETIMES VEHICLE ACCELERATES VERY RAPIDLY WITH VERY LITTLE PRESSURE ON ACCELERATOR PEDAL, WHICH IS HARD TO CONTROL IN A STOP AND GO TRAFFIC. I ALMOST HIT A CAR IN FRONT OF ME SEVERAL TIMES. SOMETIMES PRESSING ACCELERATOR PEDAL HAS NO REACTION FOR 1 TO 3 SECONDS, WHICH MAKES IT DIFFICULT TO PREDICT VEHICLE BEHAVIOR WHEN MERGING TO FASTER TRAFFIC. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160084
Date of Incident: 20060617
Vehicle: 2006 TOYOTA RAV4
Location of Incident: WILMINGTON, NC
NHTSA Summary:
AS I STOPPED AT A TRAFFIC LIGHT THE ENGINE BEGAN RACING AND I ALMOST WAS FORCED INTO THE INTERSECTION INTO TRAFFIC. I HAD TO PUSH AS HARD AS I COULD ON THE BRAKE PEDAL TO PREVENT AN ACCIDENT. THIS IS THE 3RD TIME THAT HAS HAPPENED AND I AM VERY APPREHENSIVE ABOUT DRIVING THE VEHICLE. IT IS A 2006 TOYOTA RAV 4 SPORT.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160264
Date of Incident: 20060619
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: POTOMAC, MD
NHTSA Summary:
DT*: THE CONTACT STATED THAT THE BRAKE PEDAL AND THE ACCELERATOR WERE TOO CLOSE TOGETHER, AND THE BRAKE PEDAL MOVES DOWN TOO FAR. THE POSITION OF THE BRAKE PEDAL AND ACCELERATOR CAUSED A COLLISION WHILE BACKING OUT OF A PARKING SPOT. THE ACCELERATOR WAS ACCIDENTALLY DEPRESSED CAUSING THE VEHICLE TO INCREASE IN SPEED AND COLLIDE WITH ANOTHER PARKED VEHICLE WHICH SUBSEQUENTLY PUSHED THAT VEHICLE INTO A THIRD. THERE WERE NO INJURIES. A POLICE REPORT WAS FILED, AND THERE WERE NO MECHANICS CONSULTED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10162050
Date of Incident: 20060622
Vehicle: 2006 TOYOTA RAV4
Location of Incident: POWAY, CA
NHTSA Summary:
2006 TOYOTA RAV4, SPORT, 4X4. SOMETIMES WHILE PUSHING DOWN THE GAS PEDAL, THE CAR WILL HESITATE FOR ABOUT 1 OR 2 SECONDS BEFORE SPEEDING FORWARD. THIS IS USUALLY WHEN AT A VERY SLOW SPEED, LESS THAN 15 MILES/HR. IT HAS BEEN MOST NOTICEABLE MAKING LEFT AND RIGHT HAND TURNS NOT FROM A FULL STOP. THE FORWARD ACCELERATION AFTER THE HESITATION IS VERY EXTREME, EVEN WHEN I AM NOT PRESSING THE GAS PEDAL HEAVILY. THIS DOES NOT OCCUR ALL THE TIME AND I HAVE NOT NOTICED A TREND OF WHEN IT DOES OR DOES NOT HAPPEN (E.G., WEATHER, TEMPERATURE OF CAR OR AIR). *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10160858
Date of Incident: 20060623
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: NEW ORLEANS, LA
NHTSA Summary:
DT*: THE CONTACT STATED THAT THE VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY WHILE THE DRIVER'S FOOT WAS PLANTED ON THE BRAKE PEDAL. THE VEHICLE WAS IN THE PROCESS OF BEING PARKED WHEN THE INCIDENT OCCURRED. THE VEHICLE HIT A POLE AND STOPPED. THE DEALER WAS CONTACTED ON 06/26/06 AND COULD NOT DETERMINE WHY THIS PROBLEM OCCURRED.
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20060625
Vehicle: 2004 LEXUS ES330
Location of Incident: SCRANTON, PA
NHTSA Summary:
Car was in the shop for a month. Came out of Price Shopper grocery store. Put in gear and it accelerated. Had foot on brake, car continued to accelerate. Swerved to avoid cars. Hit a concrete curb, car spun and stopped. Police showed up and investigated. Was sent by ambulance for check. Went to Motor World Lexus -- had the car for 1 month. Claimed that the problem was due to the aftermarket floor mats. Requested report from Toyota - they refused. Got letter from Lexus that said that it was inspected by field tech and that electronics and mechanicals were examined - no DTCs or anything else. Floor mat was found on top of the standard mat. Toyota claimed that the mats were pushed forward causing the incident. No defect found.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10161035
Date of Incident: 20060626
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: STANARDSVILLE, VA
NHTSA Summary:
LET ME START BY SAYING I AM A DIE-HARD TOYOTA OWNER, MY CURRENT VEHICLE BEING THE 3RD TOYOTA WE OWN. I OWN A 2004 TOYOTA HIGHLANDER, V6, 5 SPEED AUTOMATIC WITH AWD. THIS VEHICLE HAS A VERY SERIOUS HESITATION PROBLEM WHICH IS DANGEROUS. UPON ACCELERATION FROM A STOP OR AT SPEED, THERE IS A VERY SERIOUS LAG IN THROTTLE RESPONSE. MANY TIMES LEAVING A STOP OR ACCELERATING FROM A SLOW SPEED I.E. PARKING LOT DRIVING, THE VEHICLE WILL LAG WITH NO RESPONSE, THEN LURCH & ACCELERATE SUDDENLY. MERGING INTO TRAFFIC, SAFE PASSING, STARTS AT LIGHTS AND SAFE DRIVING IN PARKING LOTS AND AROUND PEDESTRIANS CAN BE HAZARDOUS. THOUSANDS OF OWNERS ACROSS THE NATION ARE AFFECTED BY THIS DEFECT. FROM MY RECENT RESEARCH IT APPARENTLY IS NOT RESTRICTED TO THE HIGHLANDER, BUT AFFECTS MANY TOYOTA VEHICLES WITH "DRIVE BY WIRE" AS OPPOSED TO MECHANICAL TRANSMISSION & THROTTLE LINKAGE. I TOOK THE VEHICLE BACK TO THE DEALER RIGHT AFTER MY PURCHASE IN NOVEMBER OF 2004 AND WAS TOLD THEY COULD FIND NOTHING WRONG, NOW RECENT RESEARCH TELLS ME THEY WERE WELL AWARE OF THE PROBLEM AT THAT TIME. I LOVE TOYOTA BUT THERE METHODS OF DEALING WITH PROBLEMS LIKE THIS IS DECEPTIVE AT BEST AND JUST SHORT OF CRIMINAL AT WORST. PLEASE "GOOGLE" TOYOTA HIGHLANDER HESITATION PROBLEM AND ALSO VISIT TUNDRASOLUTIONS.COM FOR MORE EVIDENCE OF WHAT I AM TALKING ABOUT. TOYOTA HAS NOT DEVOTED ENOUGH RESOURCES TO THIS PROBLEM OR A PERMANENT FIX WOULD HAVE ALREADY BEEN DEVELOPED. PLEASE CONTACT TOYOTA AND URGE THEM TO TAKE CARE OF THIS MATTER WITH ALL THE THOUSANDS OF OWNERS ACROSS THE U.S. THAT ARE HAVING TO DEAL WITH THIS MATTER. I WILL BE FOLLOWING THIS MATTER WITH KEEN INTEREST TO SEE IF ANYTHING IS BEING DONE AND AM ADVISING AAA OF THE ISSUES AS WELL AS MY STATE AND FEDERAL REPRESENTATIVES. TOYOTA COMMANDS A PREMIUM PRICE FOR WHAT ARE OTHERWISE EXCEPTIONAL VEHICLES AND THEIR CUSTOMERS AND THE NATIONS DRIVERS DESERVE A BETTER MORE RESPONSIBLE RESPONSE FROM TOYOTA. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10240542
Date of Incident: 20060627
Vehicle: 2000 TOYOTA TACOMA
Location of Incident: SACRAMENTO, CA
NHTSA Summary:
MY 2000 TOYOTA TACOMA PRERUNNER WILL LUNGE FORWARD WHEN I AM STOPPED AND MY FOOT IS ON THE BREAK PEDAL. IT HAPPEN WHEN A/C IS ON. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10162201
Date of Incident: 20060629
Vehicle: 2006 TOYOTA RAV4
Location of Incident: ASTORIA, NY

NHTSA Summary:
HESITATION PROBLEM - '06 RAV4 I4 SPORT MODEL WHEN TRYING TO OVERTAKE. WHEN PRESSING THE PEDAL HARDER, ENGINE DIDN'T RESPOND RIGHT AWAY. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10162411
Date of Incident: 20060702
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: GREENSBORO, NC
NHTSA Summary:
DT*: THE CONTACT STATED THAT THE VEHICLE'S ACCELERATOR PEDAL STUCK AT 30 MPH WHILE BACKING UP INTO A PARKING SPACE AT A SERVICE STATION. THE CONTACT APPLIED THE BRAKES, BUT THE ACCELERATION CONTINUED. THE CONTACT STOMPED ON THE BRAKES, AND ACCIDENTLY SLIPPED OFF THE BRAKES ONTO THE ACCELERATOR BEFORE IMPACT. THE VEHICLE'S REAR END SLAMMED INTO A BUILDING AND THE DRIVER WAS INJURED. THERE WAS OVER $6000 DAMAGE TO THE VEHICLE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10162603
Date of Incident: 20060706
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WASHINGTON, DC
NHTSA Summary:
DT*: THE CONTACT STATED THAT WHILE STARTING THE VEHICLE, THE VEHICLE IMMEDIATELY ACCELERATED WITHOUT EFFORT. THE VEHICLE CRASHED INTO THE HOUSE DUE TO UNWANTED ACCELERATION OF THE VEHICLE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10164944
Date of Incident: 20060706
Vehicle: 2004 TOYOTA CAMRY SOLARA
Location of Incident: WILLOWBROOK, IL
NHTSA Summary:
DT. THE CONTACT STATED THE VEHICLE WAS PARKED IN THE GARAGE AND UPON PLACING THE VEHICLE IN REVERSE WITH THE BRAKE APPLIED, THE VEHICLE SUDDENLY LURCHED BACKWARDS AT HIGH SPEED AND CRASHED INTO ANOTHER VEHICLE. AFTER THE INITIAL CRASH, THE VEHICLE CONTINUED ACCELERATING IN REVERSE ACROSS THE STREET AND CRASHED INTO A NEIGHBORING HOUSE WHERE THE VEHICLE CAME TO A FINAL STOP. THE CONTACT WAS WEARING A SEAT BELT, BUT NO INJURIES WERE SUSTAINED. THERE WAS EXTENSIVE DAMAGE TO THE REAR OF THE VEHICLE. THE POLICE WERE ALERTED AND A REPORT WAS TAKEN. A FIELD TECHNICAL SPECIALIST FROM THE MANUFACTURER INSPECTED THE VEHICLE. THE REPRESENTATIVE WAS UNABLE TO DETERMINE ANY TYPE OF DEFECT OR FAILURE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10193498, 10173182, 10161934
Date of Incident: 20060709

Vehicle: 2005 LEXUS ES
Location of Incident: NORTH CANTON, OH
NHTSA Summary:
ON SUNDAY JULY 9, 2006 AT APPROXIMATELY 3:30 P.M. I DECIDED TO STOP AT THE GROCERY STORE. I PULLED INTO THE PARKING LOT AND WAS DRIVING SLOWLY WITH MY FOOT ON THE BRAKE TO ENTER A PARKING SPACE I TURNED LEFT AND EASED SLOWLY INTO THE PARKING SPACE WITH MY FOOT ON THE BRAKE BRINGING THE CAR TO A STOP. THE MOMENT I STOPPED I REACHED OVER TO PUT THE CAR IN PARK AND ALL OF A SUDDEN THE CAR SURGED ENOUGH TO MOVE THE FRONT WHEELS OVER THE CAR STOP IN AN INSTANT WITH MY FOOT STILL ON THE BRAKE. I WAS SHOCKED. WHY WAS THE CAR DOING THIS? I STILL HAD MY FOOT POSITIONED ON THE BRAKE AND PUSHED DOWN. THE CAR CONTINUED TO ACCELERATE, AND THE BACK TIRES CAME OVER THE CAR STOP. AT THIS POINT I REMOVED THE FOOT TOTALLY FROM THE BRAKE TO SEE IF THE ENGINE WOULD SLOW DOWN NATURALLY WITHOUT ANY ACTION AT ALL BY ME. THE ENGINE CONTINUED TO SURGE TOTALLY ON ITS OWN. I TRIED THE BRAKE AGAIN AND THE CAR STILL DID NOT STOP. AT THIS POINT I REALIZED THAT I WAS GOING TO GO INTO THE ROAD. I LOOKED BOTH WAYS AND SAW A SILVER TOYOTA WITH A LADY DRIVING IT. A COLLISION THEN HAPPENED AND I JAMMED THE BRAKE ON AGAIN AND THE CAR FINALLY STOPPED. I WAS CITED FOR FAILURE TO CONTROL. MY BROTHER WORKED AT LEXUS. HE TOLD ME ANOTHER LADY HAD A SIMILAR ACCIDENT WHILE SHE WAS PULLING INTO THE GARAGE AND THE ENGINE SURGED AND SHE RAN INTO THE GARAGE DOOR. I DECIDED TO LOOK INTO IT FURTHER ON THE INTERNET WHEN I GOT HOME. THE INFORMATION I FOUND WAS UNBELIEVABLE. COMPLAINTS WERE STILL BEING MADE ON ONGOING BASIS. I WENT TO COURT FOR MY TICKET. I HAD TO HIRE AN ATTORNEY TO DEFEND MYSELF. THE CHARGES AGAINST ME WERE REDUCED TO DRIVING AN UNSAFE VEHICLE, AND I ENTERED A NO-CONTEST PLEA. I HAVE INCURRED PSYCHOLOGICAL TRAUMA AND OTHER PHYSICAL INJURIES AS A RESULT OF THIS ACCIDENT. I WOULD LIKE TO GET OUT OF MY LEASE WITH LEXUS, BUT LEXUS WON?T ALLOW IT. IF LEXUS ACKNOWLEDGES ANY PROBLEM WITH MY CA, THEY WILL HAVE TO ACKNOWLEDGE ALL OF THE OTHER PROBLEMS REPORTED BY LEXUS DRIVERS. *AK: ON JULY 9, 2006 AT 3:30 P.M., I STOPPED AT FISHERS FOODS IN CANTON, OHIO. I PULLED INTO THE PARKING LOT FROM THE FRANK RD. SIDE OF FISHERS AND WAS DRIVING SLOWLY WITH MY FOOT ON THE BRAKE TO ENTER A PARKING SPACE. THE PARKING SPACE WAS LOCATED DIRECTLY ACROSS FROM THE ENTRANCE AND I TURNED LEFT AND EASED SLOWLY INTO THE SPACE WITH MY FOOT ON THE BRAKE BRINGING THE CAR TO A STOP. THE MOMENT I STOPPED, I REACHED OVER TO PUT THE CAR IN PARK AND ALL OF A SUDDEN, THE CAR ENGINE SURGED ENOUGH TO MOVE MY FRONT WHEELS OVER THE CAR STOP IN AN INSTANT WITH MY FOOT STILL ON THE BRAKE. I WAS TOTALLY SHOCKED. I STILL HAD MY FOOT POSITIONED ON THE BRAKE AND PUSHED DOWN. THE CAR CONTINUED TO ACCELERATE AND THE BACK TIRES CAME OVER THE CAR STOP. AT THIS POINT, I REMOVED MY FOOT TOTALLY FROM THE BRAKE TO SEE IF THE ENGINE WOULD SLOW DOWN NATURALLY WITHOUT ANY ACTION AT ALL BY ME. THE ENGINE CONTINUED TO SURGE JUST AS FAST TOTALLY ON ITS OWN. I TRIED THE BRAKE AGAIN AND THE CAR STILL DID NOT STOP. I LIFTED MY FOOT FROM THE BRAKE AGAIN AND AT THIS POINT REALIZED I WAS GOING TO GO INTO THE ROAD. I LOOKED TO THE LEFT AND SAW A CAR COMING DOWN THE ROAD A FAIR DISTANCE AWAY. I THEN LOOKED TO THE RIGHT AND SAW A SILVER TOYOTA WITH A LADY DRIVING IT. I KNEW I WAS GOING TO HIT HER. THE COLLISION HAPPENED AND I PUT THE BRAKE ON AGAIN AND THE CAR FINALLY STOPPED. THE POLICE CITED ME FOR FAILURE TO CONTROL. AS I WAS WAITING FOR MY HUSBAND TO PICK ME UP AFTER THE ACCIDENT, HE CALLED ME AND TOLD ME THAT HE HAD TALKED TO MY BROTHER AND THAT WHILE MY BROTHER WAS WORKING AT LEXUS, ANOTHER LADY HAD A SIMILAR ACCIDENT, ONLY HERS HAPPENED WHEN SHE WAS PULLING INTO HER GARAGE AND HER ENGINE SURGED AND HER CAR RAN INTO THE GARAGE DOOR. I THOUGHT THIS WAS KIND OF A BIG COINCIDENCE AND I DECIDED TO LOOK INTO IT FURTHER ON THE INTERNET WHEN I GOT HOME. THE INFORMATION I

FOUND OUT ABOUT WAS SHOCKING, UNBELIEVABLE, AND ALSO MADE ME VERY ANGRY. THE COMPLAINTS ARE STILL BEING MADE ON AN ONGOING BASIS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10165337
Date of Incident: 20060713
Vehicle: 2006 TOYOTA COROLLA
Location of Incident: EXETER, RI
NHTSA Summary:
MY WIFE WAS BEHIND THE WHEEL OF HER 2006 TOYOTA COROLLA LE AND WAS BACKING SLOWLY OUT OF A PARKING SPACE (HER FOOT WAS RESTING ON THE BRAKE PEDAL) WHEN SHE AND ANOTHER DRIVER BUMPED REAR BUMPERS (SPEED WAS ABOUT 2 MPH). MY WIFE SHIFTED THE TRANSMISSION INTO DRIVE. THE ENGINE RACED THE CAR LEADED FORWARD UP AND OVER A CEMENT PARKING CURB AND INTO A PLATE GLASS WINDOW OF A HEALTH SPA (YMCA). IT WAS A MIRACLE THAT NO ONE IN THE SPA WAS SERIOUSLY HURT . THE CAR WAS TOTALED ,MY WIFE WAS DEVASTATED AND EMOTIONALLY A WRECK. THE CAR WAS INSPECTED FOR MECHANICAL DEFECTS BY A STATE INSPECTOR. NONE WERE FOUND. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10164709
Date of Incident: 20060718
Vehicle: 2004 LEXUS ES
Location of Incident: DESOTO, TX
NHTSA Summary:
DT* THE CONTACT STATED WHILE DRIVING 5 MPH IN A PARKING LOT, THE VEHICLE ACCELERATED FORWARD CRASHING INTO THE FRONT WINDOW OF A CREDIT UNION. THERE WERE NO INJURIES; THERE WAS PROPERTY DAMAGE AND A POLICE REPORT WAS FILED. PRIOR TO THE INCIDENT, THE TRANSMISSION WAS HESITATING AND LURCHING FORWARD. IN 2004, THE DEALERSHIP DETERMINED THERE WAS A COMPUTER PROBLEM WITH THE VEHICLE, HOWEVER THERE WERE NO REPAIRS PERFORMED TO FIX THE PROBLEM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10164042
Date of Incident: 20060728
Vehicle: 2006 TOYOTA RAV4
Location of Incident: LIVONIA, MI
NHTSA Summary:
ACCELERATION STUMBLES & BOGS DOWN WHEN GAS PEDAL IS APPLIED. THIS SCENARIO OCCURS ALL THE TIME WHEN AFTER A NORMAL ACCELERATION IS PERFORMED AND A NEED ARISES TO ACCELERATE OCCURS. IF YOU DEPRESS ACCELERATOR IMMEDIATELY UPON TAKING OFF THIS DOES NOT OCCUR BUT, IT CAUSES YOU TO OVER CORRECT STUMBLING BY SPEEDING QUICKLY. IF YOU NEED TO ACCELERATE, THE ENGINE WILL NOT RESPOND TO A NORMAL DEPRESSION OF GAS PEDAL. YOU NEED TO DEPRESS IT QUICKLY TO CAUSE THE ENGINE TO GO INTO PASSING GEAR ETC. MY "AUTO WISE" SON HAS SUGGESTED THAT THE GAS PEDAL DRIVE BY WIRE SENSORS COULD BE FAILING OR BE BAD ETC. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10164978
Date of Incident: 20060731
Vehicle: 2004 TOYOTA AVALON
Location of Incident: BANGOR, ME
NHTSA Summary:
NOV., 2003, GOING 25 MPH IN HEAVY TRAFFIC I HIT A POT HOLE AND THE CAR SUDDENLY ACCELERATED. I HAD MY FOOT ON THE BRAKE ALREADY AS THERE WAS A RED LIGHT AHEAD AND HAD TO USE EXTREME FORCE TO STOP THE CAR. I PUT IT IN NEUTAL AND IT STOPPED RACING. JULY 11, 2006 I WAS TRAVELING AT 75 MPH AND HEARD A NOISE AS IF THE CAR WAS RACING. IT WAS REGISTERING 5500 RPMS. I SLOWED TO 65-70 AND IT WENT DOWN TO 5000 RPMS. I GOT OFF AT THE NEXT EXIT AND WHEN I CAME TO A STOP IT RETURNED TO NORMAL. FOR THE NEXT HOUR I TRAVELED AT 75 WITH THE CAR REGISTERING APPROX 2000RPMS. JULY 31, TRAVELING APPROX. 25MPH IN HEAVY TRAFFIC I TRIED TO SLOW TO AVOID HITTING THE CAR IN FRONT OF ME AS IT TURNED RIGHT. IT WAS EXTREMELY DIFFICULT AND I WOULD HAVE HIT IT IF IT HADN'T TURNED AGAIN I HAD TO USE SIGNIFICANT PRESSURE ON THE BRAKE TO BRING IT TO A STOP. AS IT CAME TO A STOP I NOTICED THAT IT WAS AT 3000 RPMS. WHEN IT WAS COMPLETELY STOPPED IT RETURNED TO A NORMAL 500 OR SO. AUGUST 2, 2006 AS I WAS ABOUT TO ASCEND A HILL, IT SUDDENLY ACCELERATED WITHOUT MY APPLYING MORE GAS, BUT RETURNED TO NORMAL WHEN I STEPPED ON THE GAS. I DIDN'T NOTICE THE RPM READING. TODAY I TRADED THE CAR IN, RATHER THAN RISK INJURY TO MYSELF OR OTHERS BY CONTINUING TO DRIVE IT. THE TOYOTA DEALER WAS PREVIOUSLY UNABLE TO DUPLICATE THE INCIDENTS OR FIND THE SOURCE OF THE PROBLEM. THE DEALER IS GOING TO TRY TO FIND THE PROBLEM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10164688
Date of Incident: 20060731
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: NEW YORK, NY
NHTSA Summary:
DT*: THE CONTACT STATED UPON INITIAL ACCELERATION AT LOW SPEEDS ON A CITY STREET, THE VEHICLE LURCHED FORWARD STRIKING ANOTHER VEHICLE IN THE REAR END. DURING THE SUDDEN ACCELERATION, THE VEHICLE DID NOT RESPOND TO FIRM BRAKE PRESSURE. THERE WERE NO INJURIES BUT MINOR DAMAGE WAS SUSTAINED TO THE VEHICLE. THE POLICE WAS NOT CONTACTED AND NO REPORT WAS TAKEN. THE VEHICLE WAS NOT INSPECTED, BUT BOTH THE DEALER AND MANUFACTURER WERE CONTACTED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10167132
Date of Incident: 20060806
Vehicle: 2006 TOYOTA RAV4
Location of Incident: HUNTINGTON, NY
NHTSA Summary:
I PURCHASED A 2006 TOYOTA RAV4 IN APRIL AND THE VEHICLE SEEMS TO HAVE AN ISSUE NO ONE WANTS TO ADDRESS. WE ON THE FORUMS CALL IT ERRATIC ACCELERATION. THE CAR USES SOME TYPE OF ELECTRONIC SENSORS TO DETERMINE THE CHANGE IN GEARS WHEN ACCELERATING AND IT IS VERY ERRATIC. ONE TIME IT GOES SMOOTHLY AND ANOTHER IT TAKES OFF. VERY DANGEROUS AND UNSTABLE. TOYOTA WON'T ACKNOWLEDGE THIS ISSUE BUT 90% OF THE OWNERS WILL TESTIFY TO IT. TOYOTA NEEDS TO COME UP WITH A FIX BEFORE SOMEONE IS SERIOUSLY HURT. THIS HAPPENS EVERY TIME I DRIVE. * NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10166085
Date of Incident: 20060817
Vehicle: 2006 TOYOTA RAV4
Location of Incident: FITZWILLIAM, NH
NHTSA Summary:
DT*: THE CONTACT STATED WHILE DRIVING 35MPH ON A CITY STREET, THE VEHICLE LURCHED FORWARD WITHOUT WARNING INTO THE RIGHT SIDE OF ANOTHER VEHICLE. THE CONTACT STOPPED THE SUDDEN ACCELERATION BY TURNING OFF THE IGNITION AND ENGAGING THE EMERGENCY PARK BRAKE. NO INJURIES WERE SUSTAINED. THERE WAS MODERATE DAMAGE TO EACH OF THE VEHICLES. THE POLICE WERE ON THE SCENE AND A REPORT WAS TAKEN. THE VEHICLE WAS TOWED TO A BODY SHOP TO AWAIT INSPECTION. THE MANUFACTURER WAS ALERTED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10166873
Date of Incident: 20060819
Vehicle: 2006 TOYOTA HIGHLANDER
Location of Incident: SAN ANTONIO, TX
NHTSA Summary:
DT*: THE CONTACT STATED WHILE BRAKE PRESSURE WAS APPLIED AT 5 MPH INTO A PARKING SPACE, THE VEHICLE LURCHED FORWARD AND JUMPED OVER A CURB WITHOUT WARNING. THE CONTACT SHIFTED THE VEHICLE IN REVERSE AND THE VEHICLE SUDDENLY ACCELERATED BACKWARDS WHILE CONSTANT BRAKE PRESSURE WAS APPLIED. THE VEHICLE CRASHED INTO ANOTHER PARKED VEHICLE WHERE IT CAME TO A FINAL STOP. THE CONTACT WAS WEARING A SEAT BELT, BUT NO INJURIES WERE SUSTAINED. THERE WAS MODERATE DAMAGE TO THE REAR BUMPER AND RIGHT PASSENGER SIDE PANEL OF THE VEHICLE. THE POLICE WERE ALERTED AND A REPORT WAS TAKEN. THE VEHICLE WAS TOWED TO A DEALER WHO WAS UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS ALERTED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294026
Date of Incident: 20060820
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: STONE MOUNTAIN, GA
NHTSA Summary:
2004 OCCASIONAL STICKING ON THE GAS PEDAL, INCREASED BY 2005 HAD SEVERAL MISHAPS. MY MECHANICS IN CHARLOTTE N.C. TRIED TO DO WHATEVER THEY COULD TO MAKE IT NOT STICK. IT WOULD NOT REALLY WORK, HOWEVER ONE OF THE MECHANIC PUT SOMETHING ON IT AND EVERY FEW MONTHS I WOULD GO BACK TO HIM. ONCE I WAS ON A BUSY STREET IN CHARLOTTE DOWNTOWN TRADE STREET, I PUT MY FOOT TO ACCELERATE AND I THOUGHT I WAS GOING TO DIE THAT MOMENT. THE GAS PEDAL STUCK, GOD WAS WITH ME. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10168128
Date of Incident: 20060821
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: NORWALK, CT
NHTSA Summary:
DT*: THE CONTACT STATED WHILE APPLYING BRAKE PRESSURE AT 25 MPH ON A CITY STREET, THE VEHICLE SUDDENLY LURCHED FORWARD WITHOUT WARNING. THE CONTACT ENGAGED THE EMERGENCY BRAKE AND PLACED THE VEHICLE IN PARK WHICH STOPPED THE VEHICLE. THE VEHICLE WAS TOWED TO A DEALER WHO DETERMINED THE FLOOR MAT WAS PRESSED AGAINST THE ACCELERATOR PEDAL. ADDITIONALLY, THE VEHICLE WAS INSPECTED BY AN INDEPENDENT REPAIR SHOP THAT WAS UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS NOT NOTIFIED. UPDATED 10/6/2006 - WHEN APPLYING THE BRAKES TO MAKE A LEFT TURN, THE CAR LURCHED FORWARD AND STARTED ACCELERATING. THE VEHICLE CONTINUED TO ACCELERATE UP TO 50 MPH. WHEN APPLYING THE BRAKE PEDAL NOTHING HAPPENED. WHEN PUTTING THE CAR IN PARK NOTHING HAPPENED. WHEN APPLYING THE EMERGENCY BRAKE THE CAR STARTED TO SLOW DOWN. THE VEHICLE CONTINUED ACCELERATING ON IT'S OWN FOR ANOTHER FIVE HUNDRED FEET. THE TOW TRUCK OPERATOR ARRIVED AND CHECK THE FLOOR MATS, NOTING THERE WAS NOTHING WRONG WITH THE FLOOR MAT'S POSITIONING. THE VEHICLE WAS TAKEN TO THE DEALER WHO DETERMINED THAT THE FLOOR MAT BECAME STUCK UNDER THE ACCELERATOR. THE DEALER TRIMMED THE CARPET. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10170365
Date of Incident: 20060821
Vehicle: 2006 LEXUS RX400H
Location of Incident: ENCINITAS, CA
NHTSA Summary:
2006 LEXUS RX400H REVVED AND RACED INTO ANOTHER VEHICLE WITHOUT WARNING. *TS. THE CONSUMER CONTACTED THE MANUFACTURER ABOUT THE SUDDEN ACCELERATION. THE MANUFACTURER AGREED TO HAVE A REP INSPECT THE VEHICLE BUT MENTIONED THAT IT WOULD TAKE SIX WEEKS TO TWO MONTHS BEFORE IT COULD BE INSPECTED. NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10166466
Date of Incident: 20060824
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: SAN DIEGO, CA
NHTSA Summary:
DT*: THE CONTACT STATED THE VEHICLE BEGAN TO ACCELERATE ON ITS OWN WHILE STOPPED AT AN INTERSECTION. THE PROBLEM OCCURRED ON TWO SEPARATE OCCASIONS. THE VEHICLE WAS NOT TAKEN TO A SERVICE DEALER. UPDATED 9/11/2006 - THE VEHICLE WAS TAKEN TO THE DEALER WERE, AT HIS REQUEST, THE CRUISE CONTROL MODULE WAS DISCONNECTED PERMANENTLY. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10166497
Date of Incident: 20060824
Vehicle: 2006 TOYOTA RAV4
Location of Incident: CLACKAMAS, OR
NHTSA Summary:
MY 2006 TOYTOA RAV4 HAS DISPLAYED NON RESPONSIVE THROTTLE ON MANY OCCASIONS WHERE YOU GIVE IT GAS AND IT DOES NOTHING, THEN IT TAKES OFF LIKE A ROCKET. I HAVE NEARLY BEEN IN ACCIDENTS BECAUSE I PULL OUT FROM A STOP AND THE THROTTLE IS UNRESPONSIVE WHILE TRAFFIC IS BEARING DOWN ON ME. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10167016
Date of Incident: 20060828
Vehicle: 2002 LEXUS IS300
Location of Incident: QUINCY, CA
NHTSA Summary:
ON 8/28/06, AT APPROXIMATELY 8:50 AM I WAS DRIVING TO WORK ON A TWO LANE, LEVEL, STRAIGHT PAVED COUNTY ROAD. I WAS DRIVING MY 2002 LEXUS IS 300 THAT HAD JUST REACHED 26,000 MILES. (THIS CAR HAS RECEIVED ALL REGULARLY SCHEDULED MAINTENANCE SERVICES FROM LEXUS OF RENO AND HAS NOT HAD ANY PROBLEMS WHATSOEVER. I AM THE ORIGINAL OWNER OF THIS VEHICLE) THE ROAD WAS CLEAR AND DRY. I WAS TRAVELING AT APPROXIMATELY 45 MPH WHEN I ACCELERATED TO PASS ANOTHER VEHICLE. AS I PASSED, MY CAR KEPT ON ACCELERATING EVEN AS I LET UP ON THE ACCELERATOR. I ATTEMPTED TO APPLY THE BRAKES. THE ENGINE ACCELERATION WAS SO POWERFUL, THE CAR DID NOT RESPOND WELL TO MY ATTEMPT TO BRAKE, SO I TOOK MY FOOT OFF THE BRAKE. THE SPEED ON THE DASHBOARD WAS 60 MPH AND ACCELERATING. I APPLIED THE BRAKES AGAIN WITH ALL THE STRENGTH I HAD AND WAS ABLE TO PULL THE CAR SAFELY OFF THE ROAD. THE ENGINE WAS RACING EVEN WHEN STOPPED. I MOVED THE SHIFT INTO PARK. EVEN IN PARK THE ENGINE WAS RACING. I TURNED THE ENGINE OFF. MY HUSBAND WAS FOLLOWING ME AND STOPPED. HE DROVE IT 1.5 MILES OUR OFFICE WITHOUT INCIDENT. I THEN CALLED THE RENO, NV LEXUS DEALERSHIP WHERE I PURCHASED THE CAR. THE HEAD OF THE SERVICE DEPARTMENT CALLED ME BACK AND SUGGESTED I HAVE THE CAR TOWED TO THE DEALERSHIP. I ASKED HIM IF HE WAS AWARE OF ANY OTHER RAPID ACCELERATION PROBLEMS WITH THESE VEHICLES AND HE SAID NO. HE SAID THE 4 YEAR WARRANTY WAS UP IN 7/06 AND I WOULD HAVE TO PAY FOR ANY REPAIRS. THAT AFTERNOON I HAD THE CAR TOWED TO THE RENO LEXUS DEALERSHIP. ON THE EVENING OF 8/28/06 I SEARCHED THE INTERNET AND FOUND THAT THE NHTSA HAD INVESTIGATED 2002-2003 LEXUS ES 300 MODELS FOR FAULTY THROTTLES THAT MAY HAVE CAUSED RAPID ACCELERATION. SO FAR LEXUS HAS NOT ACKNOWLEDGED A PROBLEM. I SHARED WITH THE REP WHAT I HAD FOUND ON THE INTERNET RE: PROBLEMS WITH RAPID ACCELERATION AND THAT I WAS NOT PICKING THE CAR UP UNTIL LEXUS REPLACED THE THROTTLE. *JB
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10170134
Date of Incident: 20060901
Vehicle: 2000 LEXUS LS400
Location of Incident: EDEN PRAIRIE, MN
NHTSA Summary:
2000 LEXUS LS400 LURCHED FORWARD NUMEROUS TIMES WHILE BRAKE PEDAL WAS DEPRESSED. *KB *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10193540
Date of Incident: 20060901
Vehicle: 2006 TOYOTA RAV4
Location of Incident: SUGAR GROVE, OH
NHTSA Summary:
HESITATES TO ACCELERATE. IT WOULD NOT GO OVER 20 MPH FOR OVER 2 MILES. I LIVE RIGHT OFF A MAJOR HIGHWAY. AND WHEN I TRY TO PULL ON HIGHWAY, CAR DOES NOT WANT TO GO. I HAD IT TO THE DEALER ABOUT 4 TIMES, BUT THEY COULD NOT GET IT TO GO. ONCE THEY CLAIMED IT WAS THE FLOOR MAT JAMMING UNDER THE GAS PEDAL. THEY KEPT IT FOR A WEEK AND FOUND NOTHING. ALSO, THEY LOOKED ON A WEBSITE AND FOUND NO OTHER COMPLAINTS. I AM VERY UNHAPPY. NOT SURE WHAT TO DO *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10174732; 10176450
Date of Incident: 20060902
Vehicle: 2007 LEXUS RX350
Location of Incident: MELVINDALE, MI
NHTSA Summary:
WHILE TRAVELING NORTH BOUND AT APPROXIMATELY 55 MPH ON INTERSTATE I-75 / M-59 WITH IN OAKLAND COUNTY / STATE OF MICHIGAN MY AUTOMOBILE SUDDENLY ACCELERATED, AFTER ATTEMPTING TO APPLY THE AUTOMOBILE BRAKES, TO APPROXIMATELY 85 MPH. THIS SUDDEN UNWANTED ACCELERATION CAUSED THE VEHICLE TO CRASH INTO THE HIGHWAY GUARD RAIL AND GO INTO A ROLL OVER. AS A RESULT OF THE SUDDEN ACCELERATION AND ROLL OVER THE VEHICLE WAS DAMAGE BEYOND REPAIR AND I WAS INJURED WITH SERIOUS BACK, NECK AND PELVIC INJURIES. *JB. CONSUMER REQUEST FOR INVESTIGATION ON THE 2007 ES350 SPEED CONTROL. *TS THE CONSUMER STATED THE VEHICLE SUDDENLY ACCELERATED, AFTER ATTEMPTING TO APPLY THE BRAKES. THE UNWANTED ACCELERATION CAUSED THE VEHICLE TO CRASH INTO THE HIGHWAY GUARD RAIL AND CONSEQUENTLY THE VEHICLE ROLLED OVER. THE CONSUMER SUFFERED SERIOUS BACK, NECK AND PELVIC INJURIES. *JB UPDATE (FEBRUARY 21, 2007) MS. HODGES SAID THAT SHE WAS TRAVELING ON I-75 FOR 15 MINUTES AND THE CRUISE CONTROL WAS NOT TURNED ON. SHE WAS MERGING ONTO ROUTE 59 AND APPLIED THE BRAKES. HOWEVER, THE VEHICLE NOT ONLY NOT SLOWED DOWN BUT ACTUALLY ACCELERATED TO WHAT SHE BELIEVE WAS 75-80 MPH. TO AVOID CRASHING THE VEHICLES AHEAD, SHE MOVED FROM THE RIGHT LANE TO THE LEFT LANE AND HIT THE GUARD RAIL. THE VEHICLE ROLLED OVER AND TOTALED. SHE WAS CITED BY THE POLICE BUT THE CITATION WAS LATER DISMISSED. TOYOTA SENT HER A LETTER SAYING THAT THEIR INVESTIGATION FOUND NOTHING WAS WRONG WITH THE VEHICLE. SEE ALSO 10174732 *DSY.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10181829
Date of Incident: 20060907
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: LEWISVILLE, NC
NHTSA Summary:
SUDDEN ACCELERATION CAUSED OVER $8000 DAMAGE IN 17 FEET. I PUT CAR IN REVERSE AND IT STARTED REVVING UP. THEN THE CAR TOOK OFF BACKWARDS AND HIT A TREE, IMMEDIATELY AFTER HITTING TREE THE CAR LURCHED FORWARD AND HIT ANOTHER TREE TWICE. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10275614
Date of Incident: 20060909
Vehicle: 2001 TOYOTA PRIUS
Location of Incident: HONEY BROOK, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2001 TOYOTA PRIUS. WHILE DRIVING BETWEEN 65-70 MPH, THE VEHICLE DID NOT RESPOND WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. ALL OF THE INSTRUMENT PANEL INDICATORS ILLUMINATED AND THE ENGINE SUDDENLY STALLED. THE VEHICLE COASTED TO THE SIDE OF THE ROAD AND THE ENGINE FAILED TO RESTART. WHILE THE GEAR SHIFTER WAS PLACED IN PARK, THE VEHICLE ACCELERATED UNEXPECTEDLY AND CRASHED INTO A GUARDRAIL. THE DRIVER SUSTAINED A WHIPLASH AND A POLICE REPORT WAS FILED. THE VEHICLE SUSTAINED SEVERE DAMAGE AND WAS TOWED TO AN AUTHORIZED DEALER. THE VEHICLE WAS REPAIRED FOR BODY STRUCTURE DAMAGES. THE TECHNICIAN PERFORMED DIAGNOSTIC TESTS, BUT WAS UNABLE TO DUPLICATE THE FAILURES. THE VEHICLE WAS TAKEN BACK TO THE AUTHORIZED DEALER ON FIVE SEPARATE OCCASIONS FOR IDENTICAL FAILURES, BUT THERE WERE NO RESOLUTIONS. THE FAILURE MILEAGE WAS 42,000 AND CURRENT MILEAGE WAS 68,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10167760
Date of Incident: 20060909
Vehicle: 2006 TOYOTA RAV4
Location of Incident: REDONDO BEACH, CA
NHTSA Summary:
2006 TOYOTA RAV4 SPORT - INCONSISTENT THROTTLE, ACCELERATION DELAY. FROM A COASTING POSITION THERE IS A DELAY IN RESPONSE WHEN ENGAGING THE ACCELERATOR, USUALLY FOLLOWED BY A SUDDEN HIGH SPEED ACCELERATION. AT LOW SPEEDS THE ACCELERATOR IS HYPERSENSITIVE. IMPOSSIBLE TO PREDICT SUDDEN HIGH SPEED RESPONSES DESPITE MY BEST EFFORTS TO MODERATE AND CONTROL PEDAL PRESSURE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10177831
Date of Incident: 20060911
Vehicle: 2005 TOYOTA CAMRY

Location of Incident: HUNTSVILLE, AL
NHTSA Summary:
I WAS DRIVING SLOWLY THROUGH A PARKING LOT TO LOCATE A PARKING SPACE. AS I APPROACHED A SPACE, I HAD MY FOOT ON THE BRAKE. I EASED OFF OF THE BRAKE TO COAST INTO THE PARKING SPACE AND WAS MAKING A RIGHT TURN INTO THE SPACE. SUDDENLY THE VEHICLE SURGED FORWARD WITHOUT MY FOOT BEING ON THE ACCELERATOR. I APPLIED THE BRAKE, BUT THE VEHICLE CONTINUED TO MOVE FORWARD. MY CAR WENT OVER A CONCRETE MEDIAN, AND INTO A LANE OF TRAFFIC. MY CAR STRUCK TWO CARS. IT HIT ONE OF THE VEHICLES, AN SUV, WITH SUCH FORCE THAT IT KNOCKED THE SUV UP OVER A CURB INTO A GRASSY AREA. THOUGH I HAD BOTH FEET APPLYING THE BRAKES AS HARD AS I COULD, THE VEHICLE WOULD NOT STOP, AND THERE WAS NOT TIME FOR ME TO THINK TO TURN OFF THE IGNITION. MY CAR SUSTAINED SEVERE DAMAGE TO THE RIGHT AND LEFT SIDES AND TO THE FRONT. IT DAMAGED THE FRONT OF THE SUV AND THE REAR OF THE OTHER CAR. THERE WAS A PASSENGER IN EACH OF THE VEHICLE, AND I WAS THE ONLY OCCUPANT OF MY VEHICLE. FORTUNATELY, THERE WERE NO SERIOUS INJURIES. I HAD MY CAR TOWED TO THE TOYOTA DEALERSHIP. I REQUESTED A FACTORY REPRESENTATIVE INSPECT THE CAR. THEY COULD NOT DETERMINE A CAUSE FOR THE SUDDEN ACCELERATION. THE REPRESENTATIVES WERE QUITE HELPFUL UNTIL THE INSPECTION WAS COMPLETE. I REQUESTED A COPY OF THE REPORT OF THEIR FINDINGS, HOWEVER, TOYOTA CORPORATION WILL NOT ALLOW ME TO SEE A COPY OF THE REPORT. THEY SAID I COULD CONTACT THEIR LEGAL DEPARTMENT OR GET A SUBPOENA. THE CUSTOMER RELATIONS REPRESENTATIVE AT THE DEALERSHIP SUGGESTED I FILE A CLAIM FOR ARBITRATION, BUT THE NATIONAL CENTER FOR DISPUTE SETTLEMENT STATES THAT BECAUSE THE CAR WAS WRECKED, I DO NOT QUALIFY FOR ARBITRATION. MEANWHILE, I AM LEFT WITH A VEHICLE THAT I AM AFRAID TO DRIVE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10168783
Date of Incident: 20060918
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: SALEM, NY
NHTSA Summary:
DT* THE CONTACT STATED WHILE BACKING THE VEHICLE OUT OF A PARKING SPACE, WITH PRESSURE APPLIED TO THE ACCELERATOR, THE PEDAL PUSHED DOWN INTO THE FLOORBOARD AND THE VEHICLE SUDDENLY LURCHED BACKWARDS CRASHING INTO A TREE. NO INJURIES WERE SUSTAINED. THE OCCUPANTS WERE WEARING SEATBELTS. THE VEHICLE SUSTAINED MINOR DAMAGE. THE POLICE WERE ON THE SCENE AND A REPORT WAS TAKEN. THE VEHICLE WAS TOWED TO THE DEALER TO AWAIT INSPECTION BY A FACTORY REPRESENTATIVE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10168942
Date of Incident: 20060919
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BROOKLYN, NY
NHTSA Summary:
DT* THE CONTACT STATED WHILE DRIVING 10 MPH IN A PARKING LOT AND ATTEMPTING TO MANEUVER INTO A PARKING SPACE THE VEHICLE ACCELERATED TO 30 MPH WITHOUT WARNING CRASHING INTO A POLE AND CAUSING DAMAGE TO A FENCE. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS TAKEN AND THE DEALER WAS

NOTIFIED. THE VEHICLE WAS TOTALED BY THE INSURANCE COMPANY. UPDATED 10/13/06. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10170561
Date of Incident: 20060921
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MCMURRAY, PA
NHTSA Summary:
DRIVER CONCLUDED BUSINESS AT A DRIVE THROUGH ATM AT A LOCAL SHOPPING MALL. VEHICLE WAS SHIFTED INTO 'DRIVE' AND AT THAT INSTANT THE ENGINE STARTED RACING AT HIGH SPEED AND THE VEHICLE ACCELERATED RAPIDLY. THE DRIVER DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE WOULD NOT STOP. THE ENGINE WAS STILL RACING AT TOP SPEED AND THE VEHICLE WAS PICKING UP MOMENTUM. THE DRIVER PUMPED THE BRAKES SEVERAL TIMES, BUT NO FEEDBACK RESPONSE COULD BE FELT. THE RAPID, UNINTENDED ACCELERATION CAUSED THE VEHICLE TO TRAVEL ACROSS THE CENTERLINE AND INTO THE OPPOSITE DIRECTION OF TRAFFIC. WITH OPPOSING TRAFFIC APPROACHING THE DRIVER TURNED THE VEHICLE SHARPLY TO THE RIGHT IN AN EFFORT TO AVOID A COLLISION. SEEING A NUMBER OF CARS STOPPED AT THE APPROACHING INTERSECTION TO THE MAIN ROAD, THE DRIVER CONTINUED TO STEER THE CAR HARD TO THE RIGHT. THE VEHICLE THEN WENT OVER AN EMBANKMENT AND STRUCK A STEEL LIGHT POLE RESULTING IN TOTAL LOSS OF THE VEHICLE AND SIGNIFICANT INJURIES TO THE DRIVER. TOTAL TRAVEL DISTANCE OF THE VEHICLE FROM ACCELERATION TO IMPACT WAS APPROXIMATELY 300 FEET. TOTAL INCIDENT TIME AND FINAL SPEED ARE UNCERTAIN. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20061000
Vehicle: 2004 LEXUS RX330
Location of Incident: NEWTOWN, PA
NHTSA Summary:
October 2006 incident. Believes that he reported to NHTSA - Had carpeted mat.
My wife drove a lexus rx330 2004. She was at a movie rental store and was leaving the parking lot. When she backed up she heard a bang noise and thought she hit something. That was not the case and when she started forward the car just took off picking up speed and heading toward a house. No matter how hard she hit the brake the car just kept going faster. At the last minute she turn left towards an ally and hit the concrete corner of a building. The police had to cut her out of the car and went to the hospital by ambulance. The car should have been totaled but they fix it and she refused to drive the car (I drove it). The dealership said driver error or mat on the floor and did not know of other problems with toyotas. In fact the NHTSA said they had no details of this. The black box was removed by Toyota and said nothing found. We hired someone to check the box (toyota said we needed a lawyer to look into the box) and his findings that all the data was erased. Now we come to find out alot of cars had the same expierence. Please let me know who I can contact to add our case on file. We were deceived
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10191031
Date of Incident: 20061001
Vehicle: 2005 TOYOTA CAMRY

Location of Incident: NORTH WEST, DC
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY THE CONTACT STATED THAT WHEN HE DEPRESSES THE BRAKE PEDAL, THE VEHICLE ACCELERATES INSTEAD OF STOPPING THE CONTACT HAS TO REMOVE HIS FOOT FROM THE BRAKE PEDAL IN ORDER TO STOP THE ACCELERATION. THE FAILURE CAUSED THE VEHICLE TO CRASH INTO ANOTHER VEHICLE ON MAY 7, 2007. THE POLICE STATED THAT SINCE THE CRASH OCCURRED ON PRIVATE PROPERTY, THERE WAS NO NEED TO FILE A POLICE REPORT. THE MANUFACTURER HAS NOT BEEN NOTIFIED THE CONTACT WAS REFERRED TO NHTSA BY THE REPAIR SHOP. THE ENGINE SIZE WAS UNKNOWN. THE CONSUMER PROVIDED PICTURES OF THE DAMAGED VEHICLE UPDATED 06/08/07 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10170227
Date of Incident: 20061007
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: VISALIA, CA
NHTSA Summary:
I WAS ENTERING A PARKING SPACE MY TOYOTA CAMRY (2004), HAD A SURGE OF ACCELERATION WHILE I WAS DEPRESSING THE BRAKE IT WOULD NOT STOP CAUSING MY VEHICLE TO LUNGE FORWARD THROUGH A PARKING SIGN AND A CEMENT CURVE THE AIR BAGS FAILED TO DEPLOY AT THE TIME TO CRASH *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10181738
Date of Incident: 20061013
Vehicle: 2006 TOYOTA RAV4
Location of Incident: WOODINVILLE, WA
NHTSA Summary:
THE LAG AND/OR SUDDEN SURGING OF THE CAR UPON LIGHT ACCELERATION IS VERY DANGEROUS. WHILE ATTEMPTING TO MODERATELY ACCELERATE THE VEHICLE PAUSED, THEN DOWNSHIFT ACCELERATING MUCH FASTER THAN CONDITIONS PERMITTED I NEARLY STRUCK ANOTHER VEHICLE BECAUSE I WAS UNPREPARED FOR THE CAR TO NOT FUNCTION IN A CONTROLLED MANNER. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10170919
Date of Incident: 20061016
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: MADISON, WI
NHTSA Summary:
DT*: THE CONTACT STATED THE VEHICLE EXCESSIVELY ACCELERATED WHILE BACKING OUT OF A PARKING SPACE AT 2 MPH. PRIOR TO THE INCIDENT, THE MOTOR WOULD ROAR UP WHEN PUT INTO GEAR AND WHEN THE GAS PEDAL WAS APPLIED. THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONTACT WAS WAITING TO HEAR THE RESULTS OF THE EXAMINATION. THEIR WAS AN ODI #10130350 THAT APPLIED TO THIS COMPLAINT PERTAINING TO THE VEHICLE SPEED CONTROL MODULE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10171600
Date of Incident: 20061018
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: YARDLEY, PA
NHTSA Summary:
THE VEHICLE IS A 2004 TOYOTA CAMRY. ON FOUR SEPARATE OCCASIONS, THE VEHICLE SURGED WHEN THE DRIVER DEPRESSED THE BRAKE PEDAL WITHOUT DEPRESSING THE ACCELERATOR PEDAL. THE TOYOTA DEALER INSPECTED THE VEHICLE AND REPORTED NO PROBLEMS *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10171712
Date of Incident: 20061024
Vehicle: 2006 TOYOTA RAV4
Location of Incident: CONNELLY, NY
NHTSA Summary:
DT*: THE CONTACT STATED WHEN THE VEHICLE WAS NOT WARMED UP, THERE WAS LITTLE POWER WHEN ACCELERATING, THEN THE VEHICLE SURGED FORWARD EXTREMELY FAST THE LAST OCCURRENCE HAPPENED WHILE DRIVING 30 MPH THE VEHICLE WAS TAKEN TO THE SERVICE DEALER TWICE FOR THE PROBLEM AND THE MANUFACTURER WAS NOTIFIED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10175962
Date of Incident: 20061031
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: REDDING, CA
NHTSA Summary:
DT* THE CONTACT STATED ON THREE SEPARATE OCCASIONS THE VEHICLE ACCELERATED WITHOUT WARNING WHEN PLACED INTO GEAR. THE VEHICLE WAS DRIVEN TO THE DEALER BOTH TIMES HOWEVER THE PROBLEM COULD NOT BE DUPLICATED UPDATED 01/30/07 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10172357
Date of Incident: 20061031
Vehicle: 2006 TOYOTA COROLLA
Location of Incident: BATON ROUGE, LA
NHTSA Summary:
DT*: THE CONTACT STATED WHILE DRIVING VARIOUS SPEEDS AND RELEASING THE ACCELERATOR PEDAL THE VEHICLE ONLY SLOWED TO 30 MPH. ALSO, WHEN DEPRESSING THE BRAKE PEDAL THERE WAS A EXTENDED STOPPING DISTANCE. FURTHERMORE, THE ODOMETER HAD BECOME INOPERABLE. THE VEHICLE WAS DRIVEN TO THE DEALER WHERE THE CAUSE OF THE PROBLEMS COULD NOT BE DETERMINED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10172372
Date of Incident: 20061031
Vehicle: 2006 TOYOTA RAV4
Location of Incident: GARRISON, NY
NHTSA Summary:
WE PURCHASED A 2006 TOYOTA RAV4 4X4 LIMITED IN MARCH 2006. SINCE THE DAY WE PURCHASED THE VEHICLE, WE HAVE HAD ISSUES WITH THE ACCELERATION EITHER NOT RESPONDING OR LURCHING FORWARD. WHEN TAKING OFF FROM A STOP, IT OCCASIONALLY TAKES THE CAR SEVERAL SECONDS TO ENGAGE AND ACCELERATE OTHER TIMES, WHEN SLOWING DOWN TO STOP AT A LIGHT OR SIGN, THE CAR CONTINUES TO REV THE RPM+ [illegible] AND LURCHES FORWARD. IN ORDER TO STOP THE CAR FROM LURCHING FORWARD, WE HAVE TO PUT THE CAR IN NEUTRAL AND SLAM ON THE BREAKS THIS IS VERY SCARY IF YOU ARE COMING UP TO AN ACTIVE INTERSECTION. FROM READING OTHER COMPLAINTS, TOYOTA NEEDS TO ADDRESS THIS ISSUE! *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10173039
Date of Incident: 20061101
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: HOUSTON, TX
NHTSA Summary:
DT*: THE CONTACT STATED WHILE PARKING THE VEHICLE ON THE UPPER LEVEL OF A MULTI-LEVEL PARKING GARAGE, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE SURGED FORWARD, BREAKING THROUGH THE SAFETY CABLE AND DAMAGING THE BODY OF THE VEHICLE THE VEHICLE WAS TAKEN TO A SERVICE DEALER, WHERE THE DEALER WAS UNABLE TO DUPLICATE OR DETERMINE THE CAUSE OF THE PROBLEM UPDATED 12/5/2006 - *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10192539
Date of Incident: 20061101
Vehicle: 2006 SCION XB
Location of Incident: ORLANDO, FL
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA SCION XB. THE CONTACT STATED THAT THE VEHICLE ACCELERATED TO 10 MPH WITHOUT WARNING. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE THE DEALER DID NOT MAKE ANY REPAIRS. THE CURRENT MILEAGE IS 16,000 AND FAILURE MILEAGE WAS 3,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10172626
Date of Incident: 20061104
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: PARSIPPANY, NJ
NHTSA Summary:
TOYOTA CAMRY 2000 VIN#4T1BG22K6YUXXXXXX TODAY (11 04 06). WHILE DRIVING THIS CAR, ENGINE ACCELERATED WITHOUT FURTHER PUSHING GAS PEDDLE I STOPPED THE CAR AND SHIFTED THE GEAR TO PARKED MODE. STILL ENGINE WAS RUNNING AT MORE THAN 3000 RPM I STOPPED THE ENGINE AND STARTED AGAIN. STILL ENGINE WAS RUNNING AT HIGH SPEED WHILE CAR WAS STOPPED, I PUSHED THE GAS PEDDLE SEVERAL TIMES AND STARTED THE ENGINE THEN ENGINE WAS RUNNING AT NORMAL SPEED AFTER 1 HR , I OBSERVED THE SAME PROBLEM PLEASE ADVISE ME IN THIS REGARD. THANK YOU. REGARDS, VENKATA *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10176356
Date of Incident: 20061105
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: MISSOURI CITY, TX
NHTSA Summary:
I WAS SLOWLY TURNING RIGHT TO PARK IN FRONT OF A STORE WITH MY FOOT ON THE BRAKES PREPARING TO STOP WHEN MY 2005 CAMRY ACCELERATED, JUMPED THE CURB AND CRASHED INTO A STOREFRONT WINDOW. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10172802
Date of Incident: 20061105
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: CHESTER, VA
NHTSA Summary:
2006 TOYOTA TUNDRA WHEN CRUISE CONTROL IS ENGAGED, ANY HILL OR EVEN MINOR INCLINE INITIATES A DOWNSHIFT OF ONE OR TWO GEARS ACCOMPANIED BY FULL THROTTLE ACCELERATION.THIS DOES NOT OCCUR, EVEN ON MAJOR HILLS SANS CRUISE CONTROL DEALER SAYS THIS IS NORMAL ACTION SHOULD BE TAKEN BEFORE AN ACCIDENT/DEATH OCCURS.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10173375
Date of Incident: 20061113
Vehicle: 2004 TOYOTA HIGHLANDER
Location of Incident: PITTSBURGH, PA
NHTSA Summary:
DT*: THE CONTACT STATED AT VARIOUS SPEEDS, THE VEHICLE HESITATED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED ALSO, THE VEHICLE SHIFTED ERRATICALLY. THE DEALERSHIP HAD REPROGRAMMED THE COMPUTER MULTIPLE TIMES, BUT THE PROBLEM PERSISTED.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10175179
Date of Incident: 20061115
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: KNOXVILLE, TN
NHTSA Summary:

DT*: THE CONTACT STATED WHILE DRIVING 10 MPH IN THE RAIN, THE ACCELERATOR PEDAL BECAME STUCK, RAISING THE VEHICLE'S SPEED, AND CAUSING IT TO COLLIDE WITH 3 OTHER VEHICLES. IT WAS TOWED TO A SERVICE DEALER, WHO WAS UNABLE TO DETERMINE THE CAUSE OF THE PROBLEM. UPDATED 12/28/06 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10179255
Date of Incident: 20061116
Vehicle: 2006 TOYOTA CAMRY SOLARA
Location of Incident: SAMMAMISH, WA
NHTSA Summary:
THROTTLE LAG AT LOW SPEED AND FROM STOP IS INCONSISTENT AND HAS BEEN THE CAUSE FOR SEVERAL CLOSE CALLS WHEN PULLING INTO TRAFFIC. MANUFACTURER WAS INFORMED. DEALER INVESTIGATED, STATES THIS IS NORMAL AND NOTHING CAN BE DONE. THAT LAG IS "ACCEPTABLE". SOME INSTANCES HAVE BEEN SEVERAL SECONDS BEFORE ACTUAL THROTTLE RESPONSE. DRIVER HAS TO USE HARDER ACCELERATION TO COMPENSATE WHEN THIS HAPPENS. THIS IS A SAFETY ISSUE THAT TOYOTA IS AWARE OF BUT DECLINES TO ADMIT IT IS A PROBLEM. DRIVER IS VERY CONCERNED THAT THIS ISSUE WILL BE CAUSE OF AN ACCIDENT. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10174239
Date of Incident: 20061123
Vehicle: 2002 TOYOTA TUNDRA
Location of Incident: DENHAM SPRINGS, LA
NHTSA Summary:
MY '02 TOYOTA TUNDRA WOULD SUDDENLY NOT IDLE ON ITS ON. THEN IT WOULD RUN NORMALLY. THIS HAS HAPPENED TWICE NOW. NOW I HAVE TO PUSH THE GAS PEDAL HALF WAY TO THE FLOOR TO GET ANY RESPONSE. IN RESEARCHING THE PROBLEM I DISCOVERED THAT THERE ARE A LOT OF PEOPLE HAVING THE SAME PROBLEM. IT IS ALL RELATED TO EITHER THE THROTTLE POSITION SENSOR OR THE THROTTLE LEVEL SENSOR. THESE PARTS COST AROUND $275 EACH. TOYOTA MECHANICS KNOW THERE IS A PROBLEM HERE BUT TOYOTA WILL DO NOTHING TO HELP. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10174741
Date of Incident: 20061129
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: RIVERSIDE, CA
NHTSA Summary:
THIS MAY BE A REPEAT COMPLAINT BECAUSE I FILLED THIS OUT EARLIER BUT MY COMPUTER CRASHED. MY MOTHER AND SISTER HAD A MINOR ACCIDENT TODAY (11/29/2006, 12.10 P.M.)IN WHICH OUR 2005 TOYOTA CAMRY SURGED FORWARD FROM IT'S PARKING SPACE WHERE MY MOTHER HAD PULLED IN INTO THE OPPOSITE PARKING SPACE AND INTO A PARKED FORD EXPLORER SUV, KNOCKING OFF THE EXPLORER'S FRONT LICENSE PLATE COMPLETELY ONTO THE GROUND. MY SISTER SAID SHE LOOKED DOWN TO SEE IF MY MOTHER'S FOOT WAS ON THE ACCELERATOR AND IT WAS NOT, IT WAS ON THE BRAKE PEDAL. SHE HEARD MY MOTHER SAY "I CAN'T STOP!" AS SHE STOOD ON THE BRAKE PEDAL. THE CAR SURGED FORWARD INTO THE PARKED EXPLORER ON

IT'S OWN ACCELERATION. WE HAD A TOYOTA IN THE EARLY 1980'S AND HAD THIS EXACT PROBLEM RESULTING IN ANOTHER CRASH. THIS HAS BEEN A PROBLEM FOR TOYOTA'S SINCE THEN. TOYOTA SHOULD HAVE FIXED THIS PROBLEM OVER THE LAST 20+ YEARS. BACK THEN THERE WAS NO INTERNET TO FILL OUT IMMEDIATELY AFTER THE CRASH TO COMPLAIN. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10175251
Date of Incident: 20061202
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: WARWICK, RI
NHTSA Summary:
DT*: THE CONTACT STATED THE HE WAS APPLYING THE BRAKE WHILE PULLING INTO A PARKING LOT WHEN THE VEHICLE LUNGED FORWARD. THE CONSUMER CONTINUED TO APPLY THE BRAKE BUT THE VEHICLE CONTINUED VERY SLOWLY FORWARD UNTIL IT WENT THROUGHT A STORE'S GLASS WINDOW. THE POLICE DETERMINED THE CONTACT MUST HAVE ACCIDENTALLY DEPRESSED THE ACCELERATOR PEDAL, BUT THE CONTACT DENIED THE DETERMINATION. A POLICE REPORT WAS TAKEN, AND THE VEHICLE WAS NOT TAKEN TO A SERVICE DEALER.*AK UPDATED 12/28/2006 - THE AIR BAGS DID NOT DEPLOY. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10175272
Date of Incident: 20061205
Vehicle: 2001 TOYOTA SEQUOIA
Location of Incident: AUSTIN, TX
NHTSA Summary:
2001 TOYOTA SEQUOIA. WHEN I SHIFTED FROM REVERSE TO DRIVE THE ENGINE ROARED TO A FULLY RACING ENGINE AND ACCELERATED FORWARD. HARD BRAKING COULD NOT SLOW THE VEHICLE AND IT HIT THE BACK OF A 2004 HONDA MINI-VAN THAT WAS PARKED, DOING EXTENSIVE DAMAGE BUT CAUSING NO INJURIES. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10219086; 10290122
Date of Incident: 20061206
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: ALPHARETTA, JOHNS CREEK, GA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE GOING FORWARD INTO THE GARAGE AT 1 MPH ON DECEMBER 6, 2006, THE VEHICLE LUNGED FORWARD AND CRASHED THROUGH A WALL. THE FREEZER, STOVE, KITCHEN CABINETS, DESK, TABLE, AND CHAIRS WERE DAMAGED. ON A SECOND OCCASION, THE VEHICLE LUNGED FORWARD, BUT NO CRASH OCCURRED. ON JUNE 13, 2007, THE VEHICLE ACCELERATED AND CRASHED INTO THE WALL OF A GROCERY STORE, CAUSING EXTENSIVE DAMAGE. THE DEALER HAD THE VEHICLE AFTER EACH FAILURE AND PERFORMED BODY WORK ON THE VEHICLE; HOWEVER, THE CONTACT DID NOT KNOW WHAT MECHANICAL WORK WAS PERFORMED. WHEN HE ASKED FOR THE PAPERWORK, HE WAS DENIED. THE POWERTRAIN WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 24,000.

UPDATED 03-18-08 *BF THE CONSUMER STATED AIRBAGS NEVER DEPLOYED IN BOTH CRASHES. UPDATED 03/18/08 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10175687
Date of Incident: 20061208
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LITTLE ROCK, AR
NHTSA Summary:
WE OWN A 2002 TOYOTA CAMRY. LAST NIGHT MY WIFE, SON AND A FRIEND WERE SITTING AT A STOP LIGHT BEHIND ANOTHER CAR. WITH MY WIFE'S FOOT ON THE BRAKE, THE CAR REVVED UP AND LUNGED INTO THE BACK OF THE CAR IN FRONT OF HER. IMMEDIATELY AFTER HITTING HER ONCE, THE ENGINE REVVED UP EVEN HIGHER AND ACCELERATED INTO THE CAR AGAIN. HAD SHE BEEN FIRST IN LINE AT THE LIGHT, SHE WOULD HAVE BEEN THROWN INTO THE MIDDLE OF A BUSY FOUR LANE INTERSECTION AND MIGHT POSSIBLY NOT BE HERE TODAY. IF YOU HAVE ANY MORE INFO ON THIS, COULD YOU PLEASE SEND IT TO ME OR TELL ME WHERE IT COULD BE FOUND. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298314
Date of Incident: 20061210
Vehicle: 2006 TOYOTA SIENNA
Location of Incident: THORNTON, CO
NHTSA Summary:
MY 2006 TOYOTA SIENNA'S ACCELERATOR GETS STUCK IN THE ACCELERATION POSITION. I WAS ENTERING THE HIGHWAY SO I WAS QUICKLY ACCELERATING TO MERGE WITH TRAFFIC AND ONCE I MERGED WITH TRAFFIC I RELEASED THE ACCELERATOR PEDAL TO ADJUST MY SPEED AND THE PEDAL REMAINED IN ACCELERATION MODE AND I WAS UNABLE TO STOP IT. I TRIED PRESSING THE BRAKE PEDAL TO STOP OR DECREASE THE ACCELERATION AND THAT DIDNT WORK. I TRIED DEPRESSING THE ACCELERATOR PEDAL AGAIN TO SEE IF IT WAS STUCK AND THAT DIDN'T WORK. EVENTUALLY THE ACCELERATION STOPPED ON ITS OWN. THIS HAS HAPPENED TO ME TWICE AND MY HUSBAND ONCE. SO FAR THIS HAS OCCURRED THREE TIMES SINCE WE'VE HAD THE VEHICLE. I TOOK IT INTO A TOYOTA DEALER WHERE THEY RECORDED MY ISSUE ON THE SERVICE INVOICE ON 2/17/07 AND WERE UNABLE TO DUPLICATE THE ISSUE AND REMARKED THAT MY FLOOR MATS WERE UPSIDE DOWN AND THAT I SHOULD INSTALL THEM PROPERLY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10176320
Date of Incident: 20061211
Vehicle: 2006 TOYOTA SEQUOIA
Location of Incident: TUCSON, AZ
NHTSA Summary:
UNEXPLAINED ACCELERATION AT SLOW SPEED. ONCE WHEN TRYING TO PARK, VEHICLE ACCELERATED AND WENT OVER CURB AND INTO DITCH. ANOTHER TIME WHEN STARTING OUT FROM A STOP SIGN. TOOK TO DEALER AND THEY COULD NOT FIND ANY PROBLEMS WITH VEHICLE. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10214759
Date of Incident: 20061216
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: HOUSTON, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. IN AN ATTEMPT TO PARK THE VEHICLE, IT SURGED FORWARD AND STRUCK A POST. THE CONTACT PLACED HER FOOT ON THE BRAKE PEDAL, SHIFTED INTO REVERSE, AND RELEASED THE BRAKE WHEN THE VEHICLE ACCELERATED BACKWARDS, SIDESWIPED A VEHICLE, JUMPED A CURVE, AND STRUCK ANOTHER VEHICLE BEFORE COMING TO A STOP. THE FRONT PASSENGER SUSTAINED HEAD INJURIES AND THE VEHICLE SUSTAINED APPROXIMATELY $9,000 WORTH OF DAMAGES. A POLICE REPORT WAS FILED. THE SPEED WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 45,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293632
Date of Incident: 20061219
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: HOUSTON, TX
NHTSA Summary:
FIRST, LET ME SAY THAT I AM AND REMAIN A SATISFIED TOYOTA CUSTOMER. HOWEVER, I HAVE EXPERIENCED THE "STUCK ACCELERATOR" TYPE OF INCIDENT IN MY 2003 CAMRY ON NUMEROUS OCCASIONS. AT FIRST, I CONSIDERED IT TO BE SOME SORT OF RARE EVENT. IT DID SEEM TO ME THAT THE FLOOR MAT AND THE ACCELERATOR PEDAL WERE SOMEHOW "JAMMED" WHEN THAT HAPPENED. CURRENTLY, WITH THE NEWS ABOUT OTHERS HAVING THE SAME EXPERIENCE, WITH NEWER MODELS OF CAMRY, I WANT TO ALERT NHTSA THAT THE PROBLEM MAY EXIST IN MODEL YEARS AS FAR BACK AS 2003. *TR NORMAN F CARNAHAN, PE, PHD
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10178672
Date of Incident: 20061220
Vehicle: 2002 TOYOTA AVALON
Location of Incident: WALNUT CREEK, CA
NHTSA Summary:
THE CARE WOULD ACCELERATE WITHOUT INPUT FROM THE DRIVER. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10177059
Date of Incident: 20061223
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: BLACKSBURG, VA
NHTSA Summary:
ON DEC. 23, 2006, AROUND 11:20 AM, I WAS DRIVING AT ABOUT 5 MPH IN A PARKING LOT AS I MADE A SLIGHT TURN TO THE LEFT TO STRAIGHTEN OUT, THE CAR SUDDENLY ACCELERATED AND HIT A PARKED CAR. THE BRAKES DID NOT WORK, EVEN WHEN

FLOORED. THE CAR WOULD NOT STOP UNTIL IT PUSHED ANOTHER CAR UP ONTO THE SIDEWALK AND ITS WHEELS BUMPED UP AGAINST THE CURB. THE CAR WAS EVENTUALLY STOPPED BY TURNING OFF THE ENGINE USING THE KEY IN THE IGNITION (TAKING MY FOOT OFF THE BRAKE PEDAL SEEMED TO MAKE IT GO FASTER.) THE WEATHER WAS SUNNY, BUT THE CAR HAD BEEN PARKED OUTSIDE IN THE RAIN THE TWO PREVIOUS DAYS. I HAD NOT USED THE CRUISE CONTROL ANYTIME RECENTLY BEFORE THE INCIDENT. WE HAVE NOT HAD ANY PROBLEMS WITH THIS CAR, ALTHOUGH OCCASIONALLY, THE RADIO TURN HAS TURNED ITSELF ON WHILE WE WERE DRIVING *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20061223
Vehicle: 2005 LEXUS ES 350
Location of Incident: SAN DIEGO, CA
NHTSA Summary:
They were leaving Parkway Plaza parking lot. Husband was driving out of parking lot. Tried to avoid cars and pedestrians. Husband was trying to brake and trying to lift accelerator with foot. Hit about three or four cars and one head-on, which finally stopped the car. Police and fire department came. Husband turned car back on and was unable to replicate. Car towed away. Wife called dealer and said she thought accelerator got stuck
People in last vehicle hit had some injuries - not sure of extent - not seriously injured
Approx. $13k in body work done. After the body work was done, brought car home, and it lunged into the garage. Called Kearny Mesa Lexus. Spoke with service manager Daniel Byron. Said the car lunged. Daniel said if they brought the car on the lot he would call the police. He said he didn't want anything to do with their car. Might not work there anymore.
No rubber mats in her car. Traded it in shortly after lunging in garage.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295193
Date of Incident: 20061225
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: VALENCIA, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA CAMRY. THE ACCELERATOR PEDAL WOULD BECOME STUCK DUE TO THE ENTRAPMENT OF THE FLOOR MAT. SHE USUALLY HAS TO MANUALLY REMOVE THE FLOOR-MAT TO PREVENT A CATASTROPHIC FAILURE. THE FAILURE OCCURRED EVERY-TIME SHE OPERATED THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN STATED THAT SINCE HER VEHICLE WAS NOT INCLUDED IN RECALL NUMBER 09V388000 (VEHICLE SPEED CONTROL:ACCELERATOR PEDAL), SHE WAS INELIGIBLE FOR A FREE REMEDY. SHE CALLED THE MANUFACTURER, BUT COULD NOT REACH A REPRESENTATIVE. NO REPAIRS WERE MADE, BUT SHE WAS IN THE PROCESS OF REMOVING THE FLOOR- MAT. THE FAILURE MILEAGE WAS APPROXIMATELY 110,000. THE CURRENT MILEAGE WAS APPROXIMATELY 162,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10177184
Date of Incident: 20061226
Vehicle: 2006 TOYOTA TUNDRA

Location of Incident: MOUN MORRIS, NY
NHTSA Summary:
WITH CRUISE CONTROL ENGAGED AT 55 MPH ANY INCREASE IN INCLINE WILL INITIATE A ONE OR TWO GEAR DOWNSHIFT AND SUBSTANTIAL THROTTLE APPLICATION. ALSO WHEN IN CRUISE CONTROL USING HAND CONTROL STALK TO INCREASE SPEED SLIGHTLY WILL INITIATE A ONE OR TWO GEAR DOWNSHIFT AND SUBSTANTIAL THROTTLE APPLICATION. BOTH OF THESE SITUATIONS CAN STARTLE THE DRIVER BECAUSE OF THE ABRUPT CHANGES AND COULD CAUSE AN ACCIDENT LEADING TO INJURY/DEATH. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10179165
Date of Incident: 20061227
Vehicle: 2006 TOYOTA RAV4
Location of Incident: BRONX, NY
NHTSA Summary:
TL* - THE CONTACT STATED THAT HIS 2006 TOYOTA RAV4 ACCELERATED WHILE HIS FOOT WAS ON THE BRAKE. THE CONTACT TOOK THE VEHICLE TO DEALER AND THE COMPUTER WAS REPLACED. ON 12/27/06 THE CONTACT STATED HE WAS INVOLVED IN AN ACCIDENT. WHILE HIS FOOT WAS ON THE BRAKE AND HE WAS STOPPED AT A LIGHT, THE VEHICLE LURCHED FORWARD AND STRUCK THE VEHICLE IN FRONT OF HIM. THE CONTACT HEARD A LOUD NOISE BEFORE THE INCIDENT. THE FAILURE MILEAGE ON THE VEHICLE WAS 94000. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE. THERE WAS DAMAGE TO THE FRONT OF THE VEHICLE. THE DEALER TOLD THE CONTACT THAT THE FRONT END DAMAGE WILL NEED TO BE REPAIRED BEFORE THEY CAN DIAGNOSE ERRORS IN THE COMPUTER. THE CONTACT HAS A POLICE REPORT AND A REPAIR INVOICE FROM THE FIRST INCIDENT. *NM WHEN MAKING TURNS LEFT OR RIGHT THE CONSUMER INDICATED THAT THE STEERING WHEEL FELT HARD. THE DEALER ORDERED A POWER STEERING COMPUTER. *NM UPDATED 02/16/07 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10204341
Date of Incident: 20061228
Vehicle: 2006 LEXUS GS300
Location of Incident: LEESBURG, IN
NHTSA Summary:
UNCONTROLLED ACCELERATION OF A 2006 LEXUS GS 300 OCCURRED DURING OVERTAKING OF ANOTHER VEHICLE ON A TWO LANE US HIGHWAY. CAR WAS TOWED TO A LEXUS DEALER (LEXUS OF FT. WAYNE INDIANA) WHERE IT WAS DETERMINED THAT THE DRIVER'S FLOOR MAT WAS JAMMED AGAINST THE ACCELERATOR PEDAL. THE DEALER STATED THAT THIS WAS THE ONLY CASE OF THIS TO THEIR KNOWLEDGE. AFTER SEEING THE NHTSA REPORT OF RECALL REGARDING DIFFERENT LEXUS VEHICLES WITH THE SAME PROBLEM I SUSPECT THAT NHTSA HAS NOT BEEN INFORMED OF THE POTENTIAL FOR THE PROBLEM TO BE MORE WIDESPREAD, POTENTIALLY REQUIRING A BROADER RECALL EFFORT. THE DATE OF THE INCIDENT (12/28/06) IS APPROXIMATE. I WOULD EXPECT THAT THE EXACT DATE IS AVAILABLE FROM THE DEALER. THE INFORMATION UNDER "EQUIPMENT" IS NOT ACCURATE AS THE CHOICES MAKE NO SENSE *TR
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10179445
Date of Incident: 20061230
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MOUNTAIN HOME, AR
NHTSA Summary:
TL* - WHILE BACKING UP OUT OF A PARKING LOT THE 2002 TOYOTA CAMRY SUDDENLY ACCELERATED. THE CONTACT APPLIED THE BRAKE WITH FULL FORCE IN ORDER TO STOP VEHICLE FROM ACCELERATING INTO A WALL. THE CONTACT TOOK VEHICLE INTO THE LOCAL MECHANIC AND THE MECHANIC REPLACED THE ACCELERATOR POSITION SENSOR. THE CURRENT MILEAGE IS 21265 AND THE FAILURE MILEAGE IS 21200.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10200693
Date of Incident: 20070107
Vehicle: 2007 LEXUS GS350
Location of Incident: SCHERTZ, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 LEXUS GS350. WHILE PARKED, THE VEHICLE SUDDENLY ACCELERATED AND CRASHED INTO A BRICK WALL, WITHOUT ANY PRESSURE TO THE ACCELERATOR PEDAL. THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF FAILURE. THE CURRENT MILEAGE WAS 4,000 AND FAILURE MILEAGE WAS 200.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10178183
Date of Incident: 20070108
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: CLEVLAND, OH
NHTSA Summary:
TL* - THE CONTACT STATED THE VEHICLE ACCELERATED UNEXPECTEDLY WHILE DRIVING. THE CONTACT STATED THAT MOST OF THE INCIDENTS OCCURRED WHILE THE HE WAS PULLING INTO A PARKING SPACE. THE CONTACT STATED THE HE HAD FOUR MINOR CRASHES DUE TO THE VEHICLE ACCELERATING. IN THE LATEST INCIDENT THE VEHICLE ACCELERATED ACROSS A FIVE LANE HIGHWAY AND CRASHED INTO A UTILITY POLE. THE WEATHER CONDITIONS WERE DRY, AND WAS NOT AWARE OF THE VEHICLE'S SPEED. THE DRIVER WAS INJURED, AND TAKEN IN AN AMBULANCE TO THE HOSPITAL. THE DRIVER SUSTAINED BURNS FROM THE SEAT BELTS. THE AIR BAGS DID NOT DEPLOY. THE CONTACT STATED THAT HE HAD PREVIOUSLY TAKEN THE VEHICLE TO THE DEALER, AND THEY COULD NOT FIND ANYTHING WRONG. THE CONTACT HAS THE REPAIR ORDER, AND THE POLICE REPORT.*AK UPDATED 02/06/07. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10186745
Date of Incident: 20070120
Vehicle: 2005 TOYOTA TUNDRA
Location of Incident: SPARKS, MD
NHTSA Summary:
TL*- THE CONTACT STATED THAT ON TWO SEPARATE OCCASIONS WHILE DRIVING THE 2005 TOYOTA TUNDRA WITH 28,000 FAILURE MILEAGE THE VEHICLE LURCHED FORWARD WITH HIS FOOT DEPRESSED ON THE BRAKE PEDAL. THE IGNITION HAD TO BE TURNED

OFF TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER, AND THEY FOUND NOTHING WRONG. THE CONTACT RECEIVED RECALL 05V123000 PERTAINING TO VEHICLES WITH DUAL EXHAUST. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10181057
Date of Incident: 20070126
Vehicle: 2006 TOYOTA RAV4
Location of Incident: FALMOUTH, MA
NHTSA Summary:
I WAS DRIVING MY 2006 TOYOTA RAV4 WHEN I APPLIED THE BRAKES FROM ABOUT 25 MPH TO STOP FOR TRAFFIC AT A LIGHT. AS I APPLIED THE BRAKE THE ENGINE ACCELERATED AND I HAD TO STAND HARD ON THE BRAKE TO KEEP FROM HITTING THE CAR IN FRONT OF ME. AFTER A FEW SECONDS THE ENGINE SPEED CAME BACK TO NORMAL.. AT THAT TIME I DOUBLE CHECKED MY FOOT POSITION ON THE BRAKE PEDAL AND AM CONFIDENT THAT I WAS IN NO WAY CONTACTING THE ACCELERATOR PEDAL. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285754
Date of Incident: 20070127
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: GREENSBURG, LA
NHTSA Summary:
I WAS ENTERING A CAR WASH ON HWY51 IN AMITE CITY, LA. I LIGHTLY TAPPED THE ACCELERATOR. THE CAR LUNGED FORWARD AS IF I HAD STOMPED THE ACCELERATOR. I TOOK MY FOOT OFF THE GAS. IT CONTINUED TO ACCELERATE AS QUICKLY AS POSSIBLE. I USED TO BRAKES WITH NO RESULTS. I PUT MY FULL WEIGHT ON THE BRAKES WITH NO RESULTS. I WAS TERRIFIED AS I ZOOMED OUT OF THE CAR WASH AND INTO AN AREA WHERE THERE IS HEAVY PEDESTRIAN AS WELL AS VEHICULAR TRAFFIC. I COULD TELL THAT I WAS GOING AS FAST AS THE CAR WOULD GO. I QUICKLY SCANNED THE AREA AND SAW THAT NO ONE WAS DIRECTLY IN FRONT OF ME. I CROSSED THE SIDEWALK, PINE STREET AND THE PARKING LOT OF A CONVENIENCE STORE. I HIT A TELEPHONE POLL, AN IRON POLL AND A LARGE POLL ON A SIGN FOR GAS. BOTH MY LEGS WERE BROKEN/ BOTH BONES WERE BROKEN JUST ABOVE THE ANKLE ON THE LEFT LEG. THE LARGE BONE WAS BROKEN JUST BELOW THE KNEE ON THE RIGHT LEG. I STILL HAVE PROBLEMS WITH BOTH. MY DAUGHTER WAS DYING WITH CANCER. I WAS IN THE HOSPITAL, LATER REHAB, THEN A NURSING HOME WHILE I RECUPERATED. I WAS NOT RELEASED UNTIL LATE MARCH. WAS NOT ABLE TO SEE MY DAUGHTER WHO LIVED IN TEXAS. I WENT TO SEE HER AS SOON AS I WAS RELEASED. SHE DIED A MONTH LATER NOT BEING WITH HER AND HER FAMILY DURING THAT TIME WAS AS BAD AS THE INJURIES. ALL LAWYERS STATED THAT IT WOULD BE TOO EXPENSIVE TO PURSUE. TOYOTA EXAMINED THE CAR AND POO POOED THE IDEA THAT THEY WERE IN ANY WAY RESPONSIBLE. I WAS VERY WORRIED ABOUT SOMEONE HAVING A WORSE ACCIDENT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10182004
Date of Incident: 20070131

Vehicle: 2007 TOYOTA FJ CRUISER
Location of Incident: FOXBORO, MA
NHTSA Summary:
ENGINE ACCELERATES TO 1500 RPM WHEN I TAKE MY FOOT COMPLETELY OFF THE THROTTLE WHEN DRIVING AT SLOW SPEEDS (UNDER 1500 RPM) THIS CAUSES THE VEHICLE (MANUAL TRANSMISSION) TO SPEED UP INSTEAD OF SLOWING DOWN, EXACTLY THE OPPOSITE OF THE "ENGINE BRAKING" THAT ONE WOULD EXPECT. I FEEL THIS PRESENTS A MAJOR SAFETY HAZARD WHEN DRIVING IN TRAFFIC AND / OR ICY ROAD CONDITIONS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285689
Date of Incident: 20070201
Vehicle: 2007 TOYOTA RAV4
Location of Incident: COMMERCE TOWNSHIP, MI
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA RAV4. WHILE DRIVING OUT OF THE DRIVEWAY THE FLOOR MAT STARTED TO SLIP UNDER THE BRAKE AND ACCELERATOR PEDAL. THE CONTACT HAS REMOVED THE FLOOR MATS. THE CONTACT IS AWARE OF THE SAFETY RISK SINCE THE VEHICLE COULD ACCELERATE AND CAUSE A CRASH. THE CURRENT MILEAGE WAS 20,000 AND THE FAILURE MILEAGE WAS 1,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10181803
Date of Incident: 20070203
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: MARIETTA, GA
NHTSA Summary:
SUDDEN ACCELERATION OF 2003 CAMRY WITH 27,000 MILES ON IT. I WAS PARKED, HAD FOOT ON BRAKE. TURNED CAR ON . PUT CAR IN DRIVE WHILE FOOT STILL ON BRAKE AND CAR SURGED FORWARD. THIS WAS SO FRIGHTENING AS A MOM AND CHILD WERE WALKING IN FRONT OF MY CAR. I SMASHED MY FOOT ON THE BRAKE, PUT CAR IN PARK AND TURNED MOTOR OFF TO MAKE IT STOP. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10181575
Date of Incident: 20070203
Vehicle: 2004 LEXUS ES
Location of Incident: COLLEGE PARK, GA
NHTSA Summary:
TL* - THE CONTACT CALLED REGARDINGTHE 2004 LEXUS ES 330. THE CONTACT WAS TURNING INTO A PARKING SPACE AND THE CONTACT'S VEHICLE HESITATED AND THEN SUDDENLY ACCELERATED AND HIT THE VEHICLE PARKED DIRECTLY IN FRONT. THERE WERE NO WARNING INDICATORS. THE CONTACT'S VEHICLE SUSTAINED FRONT END DAMAGE. THE HEADLIGHTS BROKE AND THE HOOD WAS DENTED. THE AIRBAGS DID NOT DEPLOY. THE CONTACT STATED THAT THE HER VEHICLE WENT UNDERNEATH THE VEHICLE IN FRONT. THE OTHER VEHICLE SUSTAINED MINOR DAMAGE. THE VEHICLE WAS DRIVABLE, AND HAS BEEN TAKEN TO A REPAIR SHOP. THE DEALER WILL DO A DIAGNOSTIC CHECK ON THE VEHICLE. A POLICE REPORT WAS FILED. *AK

Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20070205
Vehicle: 2005 Toyota CAMRY
Location of Incident: BAKERSFIELD, CA
NHTSA Summary:
"SAN LUIS OBISPO, CA – On February 5, 2007, Bulent and Anne Ezal were headed to lunch at the Pelican Point Restaurant in Pismo Beach,
California. The restaurant is nestled on the edge of a cliff, affording dramatic views of the Pacific Ocean below. The parking lot was downhill of
the restaurant, so Ezal rode the brakes of his 2005 Camry as he approached a parking space. He was at a complete stop, when the Camry suddenly accelerated, jumping a small curb, crashing through a fence and over the bluff. The vehicle fell 70 feet to the rocks below, and turned over once, coming to rest in the surf. Anne Ezal died of her injuries in the crash. Bulent Ezal later recovered."
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10183576
Date of Incident: 20070205
Vehicle: 2003 TOYOTA TACOMA
Location of Incident: SAN JOSE, CA
NHTSA Summary:
TL*- THE CONTACT PURCHASED ON 07/29/03 A 2003 TOYOTA TACOMA FOUR DOOR DBL CAB. THE FIRST FAILURE OCCURRED ON 4/25/04 WHILE SLOWLY PULLING INTO A PARKING PLACE WITH AND LIGHTLY ACCELERATING, THE ENGINE REVVED SO FAST THE TRUCK DROVE OVER THE PARKING STRIP AND CRASHED INTO A PILLAR ON THE SIDEWALK, CAUSING $5000.00 WORTH OF DAMAGE TO TRUCK, AND $6000.00 DAMAGE TO THE PILLAR. DURING THE SECOND OCCURRENCE ON 10/09/06 VEHICLE STOPPED AT A RED LIGHT AND THE ENGINE ACCELERATED SO THE CONTACT PUT IT IN TO NEUTRAL AND ENGINE REVVED FASTER. THE DRIVER THEN SHIFTED THE VEHICLE BACK INTO DRIVE AND ENGINE RETURNED TO NORMAL IN A COUPLE SECONDS. DURING THIRD OCCURRENCE ON 02/05/07 WHILE STOPPING AT A RED LIGHTTHE ENGINE REVVED AND WENT BACK TO NORMAL BEFORE THE CONTACTS COULD TURN OFF THE KEY. IF THERE HAD BEEN A CAR IN FRONT OF THE CONTACT'S VEHICLE IT WOULD HAVE CAUSED A CRASH. THE FIRST TWO TIMES THE CONTACT TOOK THE TRUCK TO THE DEALER. EACH TIME THEY COULD NOT FIND ANYTHING, AND GENTLY SUGGESTED THAT MAYBE THE ACCELERATOR AND BRAKES WERE BOTH ENGAGED AT THE SAME TIME. FIRST TIME THE CONTACT'S FOOT WAS ON THE ACCELERATOR, AND THE OTHER TIMES IT WAS ONLY ON THE BRAKES. THAT WAS THE FIRST THING THE CONTACT CHECKED. THE SERVICE MANAGER ADVISED HER NOT TO DRIVE THIS VEHICLE. SO SHE RENTED A VEHICLE FOR A COUPLE DAYS. THEY HAD SOMEONE FROM TOYOTA COME TO CHECK IT OUT, BUT THEY COULD NOT FIND ANYTHING WRONG. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10217467
Date of Incident: 20070206
Vehicle: 2006 SCION XA
Location of Incident: ARLINGTON, VA
NHTSA Summary:

TL*THE CONTACT OWNS A 2006 TOYOTA SCION XA. WHILE DRIVING 5 MPH, THE VEHICLE ACCELERATED TO 15 MPH. THE BRAKE PEDAL WAS DEPRESSED; HOWEVER, THE VEHICLE WOULD NOT STOP AND CRASHED INTO A TREE. THE VEHICLE WAS RESTARTED AND THE THROTTLE WAS FULLY ENGAGED. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE FAILURE WAS DUE TO THE AFTERMARKET ROSTRA CRUISE CONTROL SWITCH. THE FAILURE PREVIOUSLY OCCURRED WITHOUT A CRASH AND THE DEALER PREVIOUSLY RECOMMENDED THAT THE CRUISE CONTROL BE DISCONNECTED. THE CRUISE CONTROL WAS NOT DISCONNECTED BECAUSE THE DEALER STATED THAT THE FAILURE HAD BEEN REPAIRED. THE FAILURE MILEAGE WAS 13,200 AND CURRENT MILEAGE WAS 13,200. UPDATED 3/4/08 *CN UPDATED 03/04/08 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293500
Date of Incident: 20070215
Vehicle: 2005 TOYOTA 4RUNNER
Location of Incident: ARNOLD, MD
NHTSA Summary:
TL* THE CONTACT OWNED A 2005 TOYOTA 4RUNNER. WHEN ATTEMPTING TO SHIFT LANES AT 30 MPH, THE ACCELERATOR PEDAL BECAME STUCK. AFTER REPEATED BRAKE APPLICATION SHE WAS ABLE TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALERSHIP, BUT THE TECHNICIAN COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. SHE WAS ABLE TO TRADE THE VEHICLE FOR ANOTHER VEHICLE AT THE DEALERSHIP. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 20,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10183019
Date of Incident: 20070218
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FAIRLAWN, NJ
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA CAMRY. THE CONTACT PUT THE VEHICLE IN REVERSE AND IT ACCELERATED ON ITS OWN WITHOUT WARNING. THE CONTACT STATED THAT HIS FOOT REMAINED ON THE BRAKE PEDAL AND THE VEHICLE CONTINUED TO ACCELERATE. IT LUNGED FORWARD OVER A CURVE AND HIT A TREE. THE REAR AXLES WERE DAMAGED. THE VEHICLE WAS TOWED. THE FAILURE AND CURRENT MILEAGE WAS 49,000. THERE WERE NO INJURIES. A POLICE REPORT WAS TAKEN, AND THE CONTACT HAD PHOTOS OF THE VEHICLE. THE VEHICLE HAS NOT BEEN DIAGNOSED AT THIS TIME 8AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10183308
Date of Incident: 20070220
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: PRESCOTT, AZ
NHTSA Summary:
I WAS DRIVING NORTH OUT OF PHOENIX ARIZONA ON I-17 JUST PAST BLACK CANYON CITY, WITH MY CRUISE CONTROL SET AT 75 MPH. THERE IS A VERY LONG HILL GOING NORTH TO SUNSET POINT. PRIOR TO APPROACHING THE HILL I CANCELED THE CRUISE SO THAT THE TRANSMISSION WOULDN'T HUNT GEARS. I DROVE UP THE HILL AT 65 TO 75

MPH (NO CRUISE). WHEN I MADE THE TOP OF THE HILL AT SUNSET POINT AND LEVELED OUT, I ACCELERATED THE VEHICLE TO 75 MPH AND HIT RESUME. THE ENGINE RACED TO 5200 RPM. I REDLINE AT 5700 RPM. THE TRANSMISSION DID NOT FOLLOW SUITE. IT WAS AS IF I WAS IN NEUTRAL REVVING THE ENGINE. I IMMEDIATELY CANCELED THE CRUISE AND DROVE A MILE OR SO WITHOUT CRUISE, THEN DECIDED TO TRY IT AGAIN. EVERYTHING WORKED NORMAL. I HAVE BEEN IN CONTACT WITH MY DEALERS SERVICE DEPT. AND THEY ARE BAFFLED. THEY HAVE NOT LOOKED AT IT AS YET DUE TO THEIR SCHEDULE. AS SOON AS THEY CAN GET ME IN THEY WILL. THEY DID SAY THAT THERE SHOULD HAVE BEEN A CHECK ENGINE LIGHT, BUT THERE WAS NOT. THEY ARE HOPING THAT THE ONBOARD COMPUTER RECORDED IT. NOT ONLY IS THIS A MAJOR SAFETY HAZARD, BUT IT COULD HAVE CAUSED MY ENGINE TO BLOW UP. I'M NOT SURE WHAT REACTION MY WIFE WOULD HAVE HAD. SHE DRIVES ALL THE VEHICLES WE HAVE AND THEY BOTH HAVE CRUISE, YET SHE IS NOT THAT FAMILIAR WIT RPM'S AND REDLINES AND THE ISSUE THAT FOLLOW. WHEN I HAVE ALLOWED THE CRUISE TO PULL ME UP AN INCLINE IT USUALLY DROPS 1 OR TWO GEARS AND THE RPM'S ARE AROUND 3000 TO 3200. THIS I CONSIDER NORMAL. I HAD A 1999 TOYOTA TACOMA WITH A SIX CYLINDER ENGINE AND CRUISE, SO I AM VERY FAMILIAR WITH THE SYSTEM. I PURCHASED THE VEHICLE FROM TIM'S TOYOTA IN PRESCOTT. I ALSO BROUGHT TO THEIR ATTENTION A NOISE THAT I HEARD IN THE RIGHT FRONT SUSPENSION AND THEY ARE GOING TO TAKE CARE OF IT UNDER A NEW RECALL THAT HAS NOT EVEN BEEN SENT TO CUSTOMERS, NOR WAS THE SERVICE DEPT AWARE OF IT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10183278
Date of Incident: 20070221
Vehicle: 2006 TOYOTA SIENNA
Location of Incident: MOUNTAIN VIEW, CA
NHTSA Summary:
SIENNA UNCONTROLLED ACCELERATION!! IT HAPPENED TO OUR 2006 SIENNA YESTERDAY 2/21/2007 - -MY WIFE WAS ABOUT TO STOP THE CAR WHILE PARKING IT AT A PARKING SPACE, SUDDENLY IT ACCELERATED (VERY FAST!) AND KNOCKED DOWN A TREE AND SCRATCHED A COUPLE OF PARKED CARS. IT TOOK A TREE, SOME BUSHES AND A DOUBLE RAISED CURBS TO STOP THE VAN. THE BUMPER WAS DAMAGED (BY THE TREE) AND THE RIGHT SIDE OF VAN DENTED. MY WIFE IS A CAREFUL DRIVER (AND WITH OUR TWO TODDLERS INSIDE!) AND SHE IS VERY SURE SHE DID NOTHING WRONG. WE ARE VERY CONCERNED TO DRIVE IT AGAIN IF THE REPAIR SHOP CANNOT FIND DEFECT WITH THE VAN. I HAVE A SIMILAR ACCIDENT REPORT HERE: HTTP //TOWNHALL-TALK.EDMUNDS.COM/WEBX?14@@.F1050860 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10185364
Date of Incident: 20070223
Vehicle: 2006 TOYOTA CAMRY SOLARA
Location of Incident: CHANDLER, AZ
NHTSA Summary:
I OWN A 2006 TOYOTA SOLARA 6 CYL. AND THE CAR HAS A PROBLEM WHEN WHEN YOU ACCELERATE FROM A SLOW PACE (AS WHEN YOU START TO MERGE INTO A BUSY STREET OR FREEWAY) THE CAR ACTUALLY HESITATES. THERE IS A 1 1/2 TO 2 SECOND DELAY OR LAG. BEFORE THE CAR ACTUALLY KICKS IN AND ACCELERATES. I ACCTUALLY HEAR AND SEE THE RPMS REV UP ON ONE OF THE GAUGES, BUT THE CAR IS NOT ACCELERATING OR SHIFTING AS IT SHOULD BE. IT IS TOYOTA'S RESPONSIBILITY TO DO A

REFLASHING FOR A COMPUTER UPDATE! THIS IS ALL THAT IS NEEDED TO CORRECT THE PROBLEM AND I DEMAND THAT IT BE DONE BEFORE AN ACCIDENT HAPPENS! THIS PROBLEM IS VERY DANGEROUS AND HAS THE POTENTIAL TO CREATE A DEADLY ACCIDENT. I HAVE TAKEN MY 2006 TO TWO TOYOTA DEALERSHIPS IN THE PHOENIX AREA AND HAVE NOT GOTTEN THE HELP NEEDED TO TAKE CARE OF THIS SERIOUS MATTER. I AM NOT PLEADING WITH NHTSA TO HELP ME WITH THIS MATTER AND I WANT TO BRING THIS TO THE ATTENTION OF THE PUBLIC, TOYOTA, THE DEALERSHIPS, THE GOVERNMENT AND EVERYONE WHO CAN HELP WITH GETTING THIS MATTER TAKEN CARE OF. IF I AM IN AN ACCIDENT BECAUSE OF THIS PROBLEM I WILL HOLD EVERYONE INVOLVED RESPONSIBLE AS I FEEL I AM HAVE TOLD ALL THOSE WHO CAN HELP EVERYTHING I CAN AND I GET NO RESPONSE! I WANT THIS PROBLEM TO BE TAKEN VERY SERIOUS AND I EXPECT TO BE HEARD AND SOMEONE TO CONTACT ME WITHIN A RESPONABLE AMOUNT OF TIME. I KNOW IN FACT TOYOTA IS AWARE OF THIS PROBLEM AND HAS ORDERED THE MECHANICS, SERVICE WRITTERS AT THE DEALERSHIPS TO WITHHOLD THIS INFORMATION FROM CUSTOMERS. I ALSO KNOW THAT TOYOTA HAS CORRECTED THE PROBLEM WITH THE 2007 TOYOTA CAMRY. I ALSO OWN A 2000 TOYOTA SOLARA 6 CYLINDER AND THIS CAR HAS NO SUCH PROBLEM WITH IT HESITATING. I ALSO DROVE A 2007 TOYOTA CAMRY, LOANER CAR, THAT DID NOT HAVE THIS PROBLEM.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10183785
Date of Incident: 20070227
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: STONY POINT, NY
NHTSA Summary:
2003 TOYOTA CAMRY ACCELERATED OUT OF CONTROL AND REAR ENDED SECOND VEHICLE AND THEN A BUILDING BEFORE STOPPING. OPERATOR ATTEMPTED TO STOP THE VEHICLE BY FULLY DEPRESSING BRAKES, PUMPING BRAKES AND SHIFTING TO NEUTRAL TO NO AVAIL. VEHICLE WAS BROUGHT TO DEALER FOR PROBLEM IN 06/06 AND AGAIN IN 02/07. IN 06/06 DEALER STATED THERE WAS A COMPUTER PROBLEM AND AN ADJUSTMENT WAS MADE. IN 02/07 DEALER STATED THEY COULD NOT FIND ANY PROBLEM. OPERATOR STATE HE HAD FOUR FAILURES BEFORE SERVICING IN 2006 AND ONLY ONE FAILURE BEFORE BRINGING IT IN IN 2007. THERE WAS DIRECT FRONTAL IMPACT THAT CAUSED EXTENSIVE DAMAGE, NEITHER AIR BAG DEPLOYED. *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10184331
Date of Incident: 20070301
Vehicle: 2003 TOYOTA AVALON
Location of Incident: SILVER SPRING, MD
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA AVALON. WHILE PARKING THE VEHICLE THE ACCELERATOR PEDAL ENGAGED WITHOUT WARNING. THE CONTACT WAS DRIVING 6 MPH. THE CONTACT DEPRESSED THE BRAKES AND THE VEHICLE WOULD NOT STOP, AND ITM CRASHED INTO A PARKED FORD PICK UP TRUCK. THE ROAD CONDITIONS WERE NOT A FACTOR. THE VEHICLE WAS TOWED ,AND THE CONTACT WAS UNABLE TO DRIVE THE VEHICLE. THE CONTACT SUSTAINED A SHOULDER INJURY DUE TO THE SEAT BELT. THE PASSENGER IN THE FRONT SEAT STATED DUE TO THE AIRBAG DEPLOYMENT SHE WAS HAVING HEARING PROBLEMS AND EXPERIENCED DISCOMFORT TO HER TEETH. THE PASSENGER IN THE BACK SEAT EXPERIENCED CHEST PAINS. THE VEHICLE HAS NOT BEEN INSPECTED TO DETERMINE THE REASON FOR THE UNEXPECTED ACCELERATION. THE CURRENT AND FAILURE MILEAGE WAS 35,000. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10184576
Date of Incident: 20070307
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: LINCOLN, NE
NHTSA Summary:
TL*- THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE COMING OUT OF THE CAR WASH AND SWITCHING THE POSITION GEAR FROM NEUTRAL TO DRIVE THE VEHICLE ACCELERATED TO ALMOST 50 MPH FOR ABOUT 20-30 SECONDS, CAUSING IT TO CRASH INTO A POLE. THE CONTACT TRIED TO APPLY THE BRAKE, BUT COULD NOT STOP THE VEHICLE. CONTACT CAN PROVIDE PICTURES IF NEEDED. THE CURRENT AND FAILURE MILEAGE WERE BOTH 17,000.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10186390
Date of Incident: 20070319
Vehicle: 2007 TOYOTA FJ CRUISER
Location of Incident: LENEXA, KS
NHTSA Summary:
MY VEHICLE EXPERIENCES RPM GAIN WHEN TRYING TO STOP, AND A THE RPMS NEVER RESIDED BETWEEN SHIFTS OF GEARS OR UNTIL THE VEHICLE WAS BELOW 5 MPH. ON SEVERAL OCCASIONS DURING EMERGENCY SAFETY STOPS THE VEHICLE HAS ACTUALLY ACCELERATED DURING THE BRAKING PROCESS. TOYOTA EXPLAINED THAT THESE RPM CONDITIONS WERE DUE TO NEW TECHNOLOGY IN AUTOMOBILES.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10186290
Date of Incident: 20070327
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FOLLY BEACH, SC
NHTSA Summary:
CRUISE CONTROL DID NOT DISENGAGE UPON PRESSING BRAKE PEDAL. HYDRAULIC BRAKES WOULD NOT STOP VEHICLE. METHOD USED TO STOP VEHICLE INCLUDED PUTTING VEHICLE IN NEUTRAL AND APPLYING EMERGENCY/PARKING BRAKE NARROWLY AVOIDED COLLISION WITH OTHER VEHICLES WHICH HAD STOPPED BY SQUEEZING BETWEEN THEM AND THE CONCRETE MEDIUM. MY VEHICLE WAS SCRAPED ON DRIVERS SIDE BUT NO OTHER VEHICLE WAS DAMAGED (THANK GOD!) COULD NOT DUPLICATE. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10215233
Date of Incident: 20070328
Vehicle: 2007 TOYOTA COROLLA
Location of Incident: WEEKI WACHEE, FL

NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA COROLLA. WHILE DRIVING 2 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT DEPRESSED THE ACCELERATOR PEDAL AS WELL. THE VEHICLE STRUCK A POLE. THE BUMPER WAS SCRATCHED. HE STATED THAT THE BRAKE AND ACCELERATOR PEDALS WERE TOO CLOSE TO ONE ANOTHER. THE FAILURE MILEAGE WAS 5 AND CURRENT MILEAGE WAS 5,000. UPDATED 02-14-08 BF * UPDATED 02/14/08 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10186801
Date of Incident: 20070331
Vehicle: 2004 LEXUS ES
Location of Incident: HERCULES, CA
NHTSA Summary:
ACCELERATION DELAY OF UP TO 2 FULL SECONDS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10187367
Date of Incident: 20070402
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: BROOKLYN, NY
NHTSA Summary:
TL*- THE CONTACT STATED THAT WHILE DRIVING THE 2004 TOYOTA COROLLA WITH 31000 FAILURE MILEAGE AT 15 MPH WITH FOOT ON THE GAS PEDAL THE VEHICLE RACED UP TO 35 MPH, AND THE RPMS RACED BETWEEN 4 AND 5 ON THE GAUGE. THE CONTACT IMMEDIATELY APPLIED THE BRAKE AS HARD AS HE COULD, AND PUT THE VEHICLE INTO NEUTRAL. HE ALSO APPLIED THE GAS, ALLOWING THE VEHICLE TO STOP IDLING. THE VEHICLE WAS AT THE DEALER BEING LOOKED AT CONCERNING THIS PROBLEM. THE CURRENT MILEAGE WAS 32,000.*AK UPDATED 04/30/07 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10187616
Date of Incident: 20070402
Vehicle: 2007 TOYOTA RAV4
Location of Incident: RED OAK, IA
NHTSA Summary:
TL*- THE CONTACT STATED THAT WHEN THE 2007 TOYOTA RAV 4 WAS TEST DRIVEN ON JANUARY 3, 2007 THE ACCELERATION AND CONTROL ON THE VEHICLE WAS NOT STABLE. AT TIMES THE VEHICLE ACCELERATED ABRUPTLY EVEN IF THE ACCELERATOR WAS SLIGHTLY DEPRESSED. THREE WEEKS AFTER THE VEHICLE WAS PURCHASED HE NOTICED THAT WHEN DEPRESSING THE ACCELERATOR PEDAL THE VEHICLE WOULD ACCELERATE, BUT IT WOULD NOT REACH THE DESIRED SPEED. THEN AFTER A FEW SECONDS THE VEHICLE WOULD ACCELERATE AGAIN. THE CONTACT STATED THAT WHEN TURNING CORNERS WITH THE ACCELERATOR WAS DEPRESSED THE VEHICLE WOULD SPEED UP. IT REMAINED STEADY FOR A FEW SECONDS AT A CONSTANT SPEED THEN IT PROCEEDED TO ACCELERATE ABRUPTLY. THE CONTACT STATED THAT WHEN DRIVING ON THE HIGHWAY IF ANOTHER VEHICLE SLOWED DOWN IN FRONT OF THE CONTACTS VEHICLE, TRYING TO SPEED UP AGAIN WAS ALSO A PROBLEM. THE VEHICLE ACCELERATED AND STAYED STEADY AT ANY GIVEN SPEED, BUT THEN AFTER A FEW SECONDS IT WOULD ACCELERATE TO A HIGHER SPEED WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO THE DEALERSHIP, AND WAS TOLD THESE VEHICLES DID NOT HAVE A CABLE GOING FROM THE GAS PEDAL TO THE MECHANISM THAT GIVE GAS TO THE VEHICLE. THIS SYSTEM WAS ELECTRIC IN THE 2007 MODELS. THE FAILURE MILEAGE WAS 1,500, AND THE CURRENT MILEAGE WAS 3,500. *AK UPDATE 5/3/07*TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10187139
Date of Incident: 20070403
Vehicle: 2003 LEXUS ES
Location of Incident: WEST DESMOINE, IA
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 LEXUS 300 ES. THE CONTACT STATED THAT THE VEHICLE AUTOMATICALLY ACCELERATED WHILE ATTEMPTING TO PULL INTO A PARKING SPACE. THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE CONTINUED TO ACCELERATE. THE VEHICLE STOPPED ONLY AFTER IT JUMPED A CURB. THE VEHICLE WAS TOWED TO A DEALER, BUT NO FAILURE WAS FOUND. THE CONTACT HAS THE REPAIR INVOICE AND PICTURES. THE CURRENT AND FAILURE MILEAGE WERE 50,313 *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297294
Date of Incident: 20070417
Vehicle: 2007 LEXUS RX350
Location of Incident: FREDERICKSBURG, TX
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 LEXUS RX350. WHILE DRIVING BETWEEN 35-40 MPH SHE EXPERIENCED UNINTENDED VEHICLE ACCELERATION. CONSEQUENTLY SHE REAR-ENDED THE PROCEEDING VEHICLE. BOTH DRIVERS OF EACH VEHICLE RECEIVED BRUISES FROM THE IMPACT. A POLICE REPORT WAS AVAILABLE. THE VEHICLE RECEIVED $13,000 WORTH OF DAMAGES. A REPRESENTATIVE FROM THE MANUFACTURER WAS SENT TO INSPECT HER VEHICLE. THE INSPECTOR COULD NOT LOCATE A DEFECT IN HER VEHICLE. THE FAILURE MILEAGE WAS 12,379.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10192755
Date of Incident: 20070418
Vehicle: 2001 LEXUS LS430
Location of Incident: ST LOUIS, MO
NHTSA Summary:
TL*THE CONTACT OWNS A 2001 LEXUS LS430. WHILE DRIVING 3 MPH, THE VEHICLE ACCELERATED WITHOUT WARNING. THE CONTACT BELIEVED THAT THE CAUSE OF FAILURE WAS DUE TO THE FLOOR MATS BEING CAUGHT UNDERNEATH THE ACCELERATOR PEDAL. THERE IS DEFECT INVESTIGATION # PE07016 FOR THE 2007 LEXUS ES350. THE CONTACT WANTED TO HAVE HER VEHICLE INCLUDED IN THE INVESTIGATION. THE VIN AND ENGINE SIZE WERE UNAVAILABLE. THE CURRENT MILEAGE IS 62,000 AND FAILURE MILEAGE WAS 61,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10192140
Date of Incident: 20070501
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: MILL VALLEY, CA
NHTSA Summary:
2005 CAMRY CUSTOMER STATES THAT HE FELT SURGES FROM DRIVING THE CAR**NAR**CC THE CONSUMER STATED WHENEVER SHE SLOWS DOWN AND ACCELERATE, OR CHANGE LANES THE VEHICLE THROWS HER BACK AND FORTH AT TIMES *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10196400
Date of Incident: 20070501
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: ESCONDIDO, CA
NHTSA Summary:
I HAD PULLED SLOWLY INTO A PARKING SPACE. I HAD MY FOOT ON THE BRAKE. I WAS STOPPED. I WAS PUTTING THE CAR INTO THE PARK POSITION WHEN THE CAR SUDDENLY SURGE FORWARD AT A HIGH RATE OF SPEED. MY FOOT WAS ON THE BRAKE THE ENTIRE TIME. THE CAR WENT OVER THE CEMENT BLOCK INTO THE PARKING SPACE, JUMPED OVER A CEMENT CURB ONTO A GRASSY CENTER ISLAND AND FINALLY STOPPED WHEN I HIT A TREE. I HAVE PICTURES OF SKID MARKS ON THE GRASSY AREA AND THE PAVEMENT TO SHOW THAT I HAD MY FOOT ON THE BRAKE AND I WAS TRYING TO STOP THE CAR. THE CAR WAS TOTALED, AND I SUSTAINED BRUISES FROM THE AIRBAG AND THE SEAT BELT. I CONTACTED TOYOTA. THEY SENT AN ENGINEER TO INSPECT THE CAR. THE ENGINEER SAID THAT HE COULD NOT RECREATE THE PROBLEM AND NOTHING WAS WRONG WITH THE CAR. I KNEW THAT MY FOOT WAS ON THE BRAKE, NOT THE GAS PEDAL. EVEN IF IT WAS ON THE GAS PEDAL, I WAS PARKING AND CERTAINLY WOULD NOT HAVE STOMPED ON THE GAS PEDAL TO MAKE THE CAR SURGE OUT OF CONTROL AS IT DID. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10189635
Date of Incident: 20070502
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: PARMA, OH
NHTSA Summary:
I HAD A RAPID ACCELERATION PROBLEM WITH MY 2005 TOYOTA COROLLA YESTERDAY. THE ENGINE RPM WENT TO ABOUT 50,00RPM. BEFORE ANY DAMAGE OCCURRED I SHUT THE VEHICLE OFF. WHEN STARTING UP AGAIN THERE SEEMED TO BE NO PROBLEM. I IMMEDIATELY CALLED THE DEALER AND AFTER CHECKING OUT THE VEHICLE THEY COULD NOT FIND A PROBLEM. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10193988
Date of Incident: 20070505
Vehicle: 2001 LEXUS ES300
Location of Incident: WARRENTON, VA

NHTSA Summary:
ON 2 RECENT OCCASIONS (NOV 13, 2006 AND MAY 5, 2007) MY WIFE WAS PULLING INTO A PARKING SPACE AND SHIFTING THE CAR INTO PARK WHEN THE CAR ACCELERATED RAPIDLY AND SLAMMED INTO A WALL. BOTH INCIDENTS WERE ALMOST IDENTICAL. EXTENSIVE DAMAGE WAS DONE TO THE FRONT SHEET METAL (ABOUT $9,000 ON EACH INCIDENT). IT'S POSSIBLE THAT MY WIFE STEPPED ON THE ACCELERATOR WHEN SHE THOUGHT SHE WAS STEPPING ON THE BRAKE BUT SHE SWEARS THAT THIS DID NOT HAPPEN. ALSO, IT IS UNLIKELY THAT THIS HAVE HAPPENED TWICE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293379
Date of Incident: 20070508
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: QUINCY, MA
NHTSA Summary:
VEHICLE HAS A HIGH IDLE UNTIL IT WARMS UP. IN THE MORNING IT COULD GO TO 1 1/2 TO 2 RPM'S. I CAN PULL OUT OF MY PARKING SPOT WITHOUT EVER TOUCHING THE GAS PEDAL. ONCE AT A SET OF LIGHTS IT STILL IS REVVING. IT DOES NOT GO DOWN TO 0 RPM'S EVEN AT THE LIGHTS, WHEN I'M AT A COMPLETE STOP. HAD IT CHECKED SEVERAL TIMES AT TOYOTA ON MORRISSEY BLVD,THEY PERFORMED A DIAGNOSTIC AND FOUND THE IDLE AIR CONTROL VALVE MALFUNCTIONING. THEY REPLACED IDLE AIR CONTROL VALVE AND TESTED SYSTEM WITHIN NORMAL LIMITS. THAT WAS ON 8-28-07. THE FIRST TIME WAS ON 5-07-07 TECH FOUND FRONT EXHAUST PIPE HAD AN INTERNAL FAILURE CAUSING VEHICLE TO RUN ABNORMALLY AND LACK POWER. CAUSE INTERNAL FAILURE OPEN CIRCUIT. REPLACED FRONT PIPE SUB ASSEMBLY. AFTER THIS I LEFT IT OVER NIGHT BECAUSE IT STILL WAS REVVING THEY TOLD ME IT WAS A STUCK VALVE AND THEY FIXED IT BUT COULD HAPPEN FROM TIME TO TIME..STILL HAPPENS. I HAD CONTACTED SUSAN WORNICK AND SHE TOLD ME TO CONTACT YOU. THANK YOU SANDRA CARREIRA P.S. I HAVE ALL MY RECEIPTS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10192885
Date of Incident: 20070510
Vehicle: 2007 TOYOTA 4RUNNER
Location of Incident: COCKEYSVILLE, MD
NHTSA Summary:
VEHICLE SURGES FORWARD WHEN AIR CONDITIONER ON. HAZARD AT TRAFFIC LIGHTS. WILL DRIVE ITSELF FORWARD UP HILLS AND ALONG FLAT ROADS WITHOUT ACCELERATOR BEING TOUCHED WHEN AC IS ON. THE HIGHER THE AC FAN SPEED THE FASTER THE VEHICLE GOES. DEALER DOES NOT HAVE "COMPUTER PROGRAM" TO FIX. THIS IS A SAFETY HAZARD. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290867
Date of Incident: 20070520
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: LAKE VILLA, IL
NHTSA Summary:

TWO (2) SEPARATE INCIDENTS: BOTH TIMES, ACCELERATOR STUCK AND CAR HAD TO BE PUT INTO NEUTRAL AND BRAKE PEDAL AND PARKING BRAKE USED TO STOP VEHICLE. DEFINITELY NOTHING STUCK ON/UNDER ACCELERATOR EITHER TIME. HAD TO TURN OFF THE ENGINE ASAP TO STOP THE ENGINE FROM RACING TO VERY HIGH RPMS. 1. HAPPENED FIRST WHEN PARALLEL PARKING THE CAR. SPEED < 5MPH. APPROX MAY, 2007. CLEAR WEATHER. APPROX 60 DEGREES. HAPPENED AGAIN WHEN CAR WAS RESTARTED IMMEDIATELY. CAR WAS PARKED FOR SEVERAL HOURS. STARTED AND OPERATED OK WHEN RESTARTED AFTER THIS BREAK. 2. HAPPENED AGAIN WHEN APPROACHING A STOP SIGN FROM ABOUT 45 MPH. APPROX SEPT. 2008. PARTLY CLOUDY WEATHER. NO RAIN. APPROX 60 DEGREES. CAR WAS THEN PARKED FOR SEVERAL HOURS. OPERATED OK WHEN RESTARTED AFTER THIS BREAK. NOT SURE OF EXACT DATES BUT IT COULD BE RECONSTRUCTED FROM DEALER RECORDS, IF NECESSARY. TOOK TO TWO SEPARATE TOYOTA DEALERS AND WAS TOLD BY EACH: "...NOTHING WRONG WITH CAR" "CAN'T DUPLICATE THE PROBLEM." "KEEP AN EYE ON IT." *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10191292
Date of Incident: 20070520
Vehicle: 2006 TOYOTA RAV4
Location of Incident: BILLERICA, MA
NHTSA Summary:
I OWN A 2006 TOYOTA RAV4 4CYL, 4WD. I CURRENTLY HAVE JUST UNDER 15K MILES AND I'VE HAD AN ISSUE WITH THE CAR HESITATING (OR THE THROTTLE LAGGING). AT TIMES, USUALLY ONE A WEEK OR SO, IF I PUSH ON THE GAS PEDAL WHEN I NEED TO SPEED UP, IT'S AS IF NOTHING HAPPENS. I HAVE TO LET THE PEDAL GO AND PUSH IT AGAIN TO SPEED UP. IT USUALLY HAPPENS IF I'M TRYING TO MERGE INTO FASTER TRAFFIC, OR AT TIMES WHEN I'M TAKING A SLOW TURN AND THEN GO TO SPEED UP AFTERWARDS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293768
Date of Incident: 20070523
Vehicle: 2004 LEXUS GX 470
Location of Incident: CAMARILLO, CA
NHTSA Summary:
SUDDEN ACCELERATION PROBLEM OCCURRED WHEN A 2004 GX-470 DECELERATED FROM 30 MPH TO APPROXIMATELY 2 MPH TO TURN LEFT INTO A DRIVEWAY WHEN THE VEHICLE ACCELERATED FULL THROTTLE AND COLLIDED WITH A PARKED CAR IN THE DRIVEWAY. THERE WERE TWO PASSENGERS IN THE VEHICLE, ONE IN THE FRONT NEXT TO THE DRIVER THE SECOND AN INFANT IN A CAR SEAT IN THE BACK CENTER POSITION OF THE VEHICLE. THE SUDDEN ACCELERATION WAS COINCIDENT AS THE DRIVER INITIATED THE TURN INTO THE DRIVEWAY, THE FRONT CAR TIRES WHERE FULLY TURNED TO THE LEFT AND THE PASSENGER IN THE FRONT SEAT OPENED THE FRONT LEFT CAR DOOR TO EXIT THE VEHICLE BEFORE IT WAS FULLY STOPPED. THE SUDDEN ACCELERATION PUSHED THE PASSENGER EXITING THE VEHICLE BACK INTO HIS SEAT AND HE NEVER WAS ABLE TO EXIT THE VEHICLE. IT SHOULD BE NOTED THAT THIS PROBLEM OCCURRED IN SOUTHERN CALIFORNIA AND THERE WERE NO ADDITIONAL MATS IN THE VEHICLE OTHER THAN THE ORIGINAL LEXUS CAR MATS. IN ADDITION A POSSIBLE RELATED SYMPTOM OCCURRED TWICE OVER THE FOUR YEAR HISTORY OF THE VEHICLE. THE VEHICLE HAS BEEN SENT BACK TO LEXUS IN WHICH IT WAS REPORTED THAT WHEN THE VEHICLE WAS IN PALM SPRINGS AND THE TEMPERATURE WAS OVER 110 DEGREES THAT THERE WERE ACCELERATION PROBLEMS WITH THE VEHICLE. LEXUS

RETURNED THE VEHICLE INDICATING THAT THEY COULD NOT REPEAT THE PROBLEM BUT DID NOT INVESTIGATE THE PROBLEM UNDER THE HEAT CONDITIONS. EVEN AFTER THE ACCIDENT LEXUS REFUSES TO TEST THE VEHICLE UNDER THE HEAT CONDITIONS. THE DAY OF THE ACCIDENT THE TEMPERATURE WAS ABOUT 75 DEGREES. THE PASSENGER IN THE FRONT SEAT IS AN ELECTRONIC ENGINEERING THAT RUNS A COMPANY THAT IS KNOW IN THE INDUSTRY AS RESOLVING INTERMITTENT PROBLEMS IN THE MOST COMPLEX SYSTEMS OF DEPARTMENT OF DEFENSE (DOD) (E.G. F-14, EA-6B). HIS OBSERVATION DURING THE ACCIDENT IS THAT THERE WAS EXTREMELY LOW PROBABILITY THAT THE DRIVER COULD OF MOVED THEIR FOOT FROM BRAKE THAT WAS USED TO DECELERATE THE VEHICLE TO THE POINT WHEN THE SUDDEN ACCELERATION STARTED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10197169
Date of Incident: 20070523
Vehicle: 2004 LEXUS GX470
Location of Incident: CAMARILLO, CA
NHTSA Summary:
SUDDEN ACCELERATION PROBLEM OCCURRED WHEN A 2004 GX-470 DECELERATED FROM 30 MPH TO APPROXIMATELY 2 MPH TO TURN LEFT INTO A DRIVEWAY WHEN THE VEHICLE ACCELERATED FULL THROTTLE AND COLLIDED WITH A PARKED CAR IN THE DRIVEWAY. THERE WERE TWO PASSENGERS IN THE VEHICLE, ONE IN THE FRONT NEXT TO THE DRIVER THE SECOND AN INFANT IN A CAR SEAT IN THE BACK CENTER POSITION OF THE VEHICLE. THE SUDDEN ACCELERATION WAS COINCIDENT AS THE DRIVER INITIATED THE TURN INTO THE DRIVEWAY, THE FRONT CAR TIRES WHERE FULLY TURNED TO THE LEFT AND THE PASSENGER IN THE FRONT SEAT OPENED THE FRONT LEFT CAR DOOR TO EXIT THE VEHICLE BEFORE IT WAS FULLY STOPPED. THE SUDDEN ACCELERATION PUSHED THE PASSENGER EXITING THE VEHICLE BACK INTO HIS SEAT AND HE NEVER WAS ABLE TO EXIT THE VEHICLE. IT SHOULD BE NOTED THAT THIS PROBLEM OCCURRED IN SOUTHERN CALIFORNIA AND THERE WERE NO ADDITIONAL MATS IN THE VEHICLE OTHER THAN THE ORIGINAL LEXUS CAR MATS. IN ADDITION A POSSIBLE RELATED SYMPTOM OCCURRED TWICE OVER THE FOUR YEAR HISTORY OF THE VEHICLE. THE VEHICLE HAS BEEN SENT BACK TO LEXUS IN WHICH IT WAS REPORTED THAT WHEN THE VEHICLE WAS IN PALM SPRINGS AND THE TEMPERATURE WAS OVER 110 DEGREES THAT THERE WERE ACCELERATION PROBLEMS WITH THE VEHICLE. LEXUS RETURNED THE VEHICLE INDICATING THAT THEY COULD NOT REPEAT THE PROBLEM BUT DID NOT INVESTIGATE THE PROBLEM UNDER THE HEAT CONDITIONS. EVEN AFTER THE ACCIDENT LEXUS REFUSES TO TEST THE VEHICLE UNDER THE HEAT CONDITIONS. THE DAY OF THE ACCIDENT THE TEMPERATURE WAS ABOUT 75 DEGREES. THE PASSENGER IN THE FRONT SEAT IS AN ELECTRONIC ENGINEERING THAT RUNS A COMPANY THAT IS KNOW IN THE INDUSTRY AS RESOLVING INTERMITTENT PROBLEMS IN THE MOST COMPLEX SYSTEMS OF DEPARTMENT OF DEFENSE (DOD) (E.G. F-14, EA-6B) HIS OBSERVATION DURING THE ACCIDENT IS THAT THERE WAS EXTREMELY LOW PROBABILITY THAT THE DRIVER COULD OF MOVED THEIR FOOT FROM BREAK THAT WAS USED TO DECELERATE THE VEHICLE TO THE POINT WHEN THE SUDDEN ACCELERATION STARTED. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10191935
Date of Incident: 20070524
Vehicle: 2006 TOYOTA CAMRY

Location of Incident: CAMBRIA HEIGHTS, NY
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA CAMRY. THE DEALER STATED THAT THE VEHICLE'S FRONT BRAKES WERE OUT OF ROUND AND CAUSED THE VEHICLE TO PULSATE. THE DEALER RESURFACED THE FRONT ROTORS AND SANDED THE FRONT BRAKE PADS WHILE DRIVING 40 MPH UNDER NORMAL DRIVING CONDITIONS, THE VEHICLE SUDDENLY ACCELERATED AND FAILED TO STOP. THE CONTACT WAS UNABLE TO STEER THE VEHICLE AND CRASHED INTO A CEMENT WALL. THE DRIVER SUFFERED BRUISES ON BOTH LEGS, A HAND, AND CHEST. THE VEHICLE WAS DESTROYED AND TOWED. THE CURRENT AND FAILURE MILEAGES WERE 10,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10191798
Date of Incident: 20070524
Vehicle: 2005 LEXUS SC
Location of Incident: STUDIO CITY, CA
NHTSA Summary:
I AM AN OWNER OF A LEXUS SC-430, 2005 MODEL WITH 15428 MILES ON THE ODOMETER.THE CAR RECENTLY UNDERWENT A 15,000 MILE SERVICE. ON ARRIVING HOME AT 1:30 PM I STOPPED THE V CAR IN FRONT OF THE GARAGE AND THE DOOR WAS CLOSED. I WAS ABOUT TO REACH FOR THE GARAGE DOOR OPENER BUTTON IN THE CAR WHE IT SUDDENLY AND SPONTANEOUSLY ACCELERATED FULL THROTTLE , WITHOUT FOOT ON THE ACCELERATOR I APPLIED THE BRAKES BUT TO NO EFFECT. THE CAR DROVE THROUGH THE METAL GARAGE DOOR AND STOPPED WHEN IT HIT THE BACK OF THE GARAGE WALL. THE FIRE DEPARTMENT WAS SUMMONED TO OPEN THE DOOR ON MY SIDE . I WAS DRIVEN TO THE HOSPITAL BY PARAMEDICS BUT SUFFERED ONLY MINOR INJURIES , SUSTAINING CUTS FROM THE WINDSHIELD AND INJURIES FROM THE DEPLOYMENT OF THE AIRBAG. THE CAR HAD A 50-50 CHANCE OF BEING DECLARED A TOTAL WRITE OFF.*AK I HAVE REQUESTED MY INSURANCE COMPANY (MERCURY INSURANCE) TO HAVE THE CAR EXAMINED FORENSICALLY IN ORDER TO TRY TO DETERMINE THE CAUSE OF THE MALFUNCTION. AS YET I DO NOT KNOW WHETHER THEY HAVE ACTED OR INTEND TO ACT UPON MY REQUEST. I AM A CAREFUL DRIVER AND HAVE NOT HAD AN ACCIDENT OR A MOVING TRAFFIC VIOLATION SINCE 1974.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10193735
Date of Incident: 20070525
Vehicle: 2007 LEXUS RX350
Location of Incident: SCARSDALE, NY
NHTSA Summary:
SUDDEN ACCELERATION RESULTING IN A CRASH. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10192954
Date of Incident: 20070529
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: MIDDLETOWN, NY
NHTSA Summary:

TL*THE CONTACT OWNS A 2006 TOYOTA CAMRY. WHILE PULLING OUT OF A PARKING SPOT DRIVING 2 MPH, THE VEHICLE STARTED TO SPIN OUT OF CONTROL AND HIT A PARKED VEHICLE. THE CONTACT DID NOT REMEMBER IF SHE WAS APPLYING THE ACCELERATOR. THE ROAD CONDITIONS WERE CLEAR THE VEHICLE WAS TOWED TO THE DEALER AND THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE POWER TRAIN INFORMATION WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 26,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285697
Date of Incident: 20070601
Vehicle: 2002 TOYOTA ECHO
Location of Incident: GLEN ELLYN, IL
NHTSA Summary:
TOYOTA FLOOR MAT OVER ACCELERATOR- THIS HAPPENED TO ME! MORE THAN ONCE! I DISCOVERED WHAT IT WAS THE SECOND TIME IT HAPPENED I PULLED THE EMERGENCY BRAKE AND PUT THE CAR IN NEUTRAL BOTH TIMES. TOYOTA ECHO, 2002 . *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10193615
Date of Incident: 20070617
Vehicle: 2006 TOYOTA RAV4
Location of Incident: DELANCO, NJ
NHTSA Summary:
THE ENGINE ON TOYOTA RAV 4 STARTED TO RACE AT MAXIMUM RPMS WHILE I WAS PARKING THE CAR. FORTUNATELY IT WAS IN NEUTRAL. I PUMPED THE ACCELERATOR BUT THAT DID NO GOOD. I TURNED THE KEY OFF AND THEN RESTARTED THE CAR. THE PROBLEM REPEATED. I DID THIS SEVERAL TIMES BEFORE ENGINE STARTED TO IDLE NORMALLY. I TOOK THE CAR TO THE DEALER,BUT THEY COULD NOT FIND ANYTHING WRONG WITH IT. I WAS CONCERNE DTHE PROBLEM WOULD HAPPEN AGAIN WHILE DRIVING.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10195610
Date of Incident: 20070619
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BALTIMORE, MD
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. THE CONTACT STATED THAT THE VEHICLE ACCELERATED AUTOMATICALLY TO 45 MPH AS SHE WAS PULLING INTO A PARKING SPACE. THERE WERE NO WARNING INDICATORS. THE VEHICLE STRUCK A CEMENT BLOCK. THE AIR BAGS FAILED TO DEPLOY. THE VEHICLE SUSTAINED FRONT END DAMAGE AND WAS TOWED AWAY. THE BODY DAMAGE MUST BE REPAIRED BEFORE THE DEALER CAN ATTEMPT TO DIAGNOSE THE CAUSE OF FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 24,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10193905

Date of Incident: 20070621
Vehicle: 2003 TOYOTA CAMRY SOLARA
Location of Incident: LOCKWOOD, NJ
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY SOLARA. ON JUNE 21, 2007, THE VEHICLE SURGED WHILE PULLING INTO A PARKING SPACE AT 5 MPH. THE VEHICLE ACCELERATED SO QUICKLY THAT IT WHIPPED THE CONTACT'S HEAD BACK AND LEFT SKID MARKS ON THE GROUND. SHE HAD TO REMOVE HER FOOT FROM THE BRAKE AND DEPRESS THE BRAKE PEDAL AGAIN BEFORE THE VEHICLE FINALLY STOPPED. THE CONTACT STATED THAT THERE WAS AN INVESTIGATION (#DT06003 - VEHICLE SPEED CONTROL:ACCELERATOR PEDAL) THAT WAS CLOSED IN APRIL. THE CONTACT STATED THAT SHE WOULD TAKE HER VEHICLE TO THE DEALER THE FOLLOWING MORNING. THE CURRENT AND FAILURE MILEAGES WERE 67,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10195084
Date of Incident: 20070623
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: GREEN BAY, WI
NHTSA Summary:
DELAYED RESPONSE OF ENGINE AND FORWARD MOTION OF THE CAR WHEN APPLYING ACCELERATION. FOR LACK OF BETTER WORDS, IT SEEMS TO CREATE A REVVING OR SURGE IN THE ENGINE. LIKE SOMETHING IS OUT OF SYNCH. OTHER ISSUES RELATE TO PERSISTENT PROBLEMS WITH THE HYDRAULIC BRAKE AND GRINDING IN THE STEERING COLUMN THAT HAVE BEEN DISMISSED BY THE DEALERSHIP THAT WORKS ON MY CAR AS OF TODAY, I CANNOT SAFELY DRIVE MY CAR BECAUSE I AM NOT CONFIDENT I WILL BE ABLE TO STOP THE CAR. I AM SCHEDULED TO BRING THE CAR IN THIS WEEK, BUT WILL NEED TO EXPEDITE IT GIVEN THE RAPID CHANGE IN BRAKE RESPONSE IN THE LAST FEW DAYS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10207472
Date of Incident: 20070708
Vehicle: 2006 TOYOTA HIGHLANDER
Location of Incident: BELLEVUE, WA
NHTSA Summary:
I ACCELERATED TO AVOID A COLLISION AT LOW SPEED IN AN INTERSECTION. THE CAR HESITATED ABOUT 2 SECONDS AFTER I PRESSED THE GAS PEDAL, THEN LURCHED FORWARD, SPINNING THE DRIVE WHEELS. THE LENGTH OF DELAY OR HESITATION IN RESPONSE TO ACCELERATOR INPUT IS FREQUENTLY THERE, BUT IS SOMEWHAT UNPREDICTABLE, MAKING STOP-AND-GO TRAFFIC PERFORMANCE DANGEROUS. POOR PERFORMANCE OF THE CRUISE CONTROL FUNCTION IS PROBABLY RELATED TO THIS DEFECT. THE CAR WAS RETURNED TO THE DEALER FOR SERVICE AT 1500 MILES. THE DEALER DID A THOROUGH CHECK OF THE EQUIPMENT AND FOUND NO DEFECTIVE PARTS. DEALER STATES THAT THERE ARE NO SERVICE BULLETINS FOR THIS PROBLEM, IN SPITE OF THE FACT THAT TOYOTA HAS ACKNOWLEDGED THIS PROBLEM AND PROMISED TO FIX IT SINCE DECEMBER 2004. THIS IS A SERIOUS PROBLEM. HAD THE PAVEMENT BEEN WET, I COULD HAVE LOST CONTROL OF THE VEHICLE. FORTUNATELY, IN THE INCIDENT DESCRIBED, THE OTHER DRIVER WAS ABLE TO AVOID A COLLISION. NEXT TIME, I MIGHT NOT BE SO LUCKY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299500
Date of Incident: 20070712
Vehicle: 2004 TOYOTA 4RUNNER
Location of Incident: ORLEANS, MA
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA 4 RUNNER. WHILE DRIVING APPROXIMATELY 15 MPH ON NORMAL ROAD CONDITIONS, PROCEEDING TO A STOP SIGNAL PRESSURE WAS APPLIED TO THE BRAKE PEDAL, FOLLOWED BY AN UNINTENDED AND FORCEFUL ACCELERATION. THE DRIVER WAS ABLE TO COME TO A COMPLETE STOP. THE FAILURE OCCURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 50,000. THE CURRENT MILEAGE WAS 111,000. THE VIN WAS UNAVAILABLE. I
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10204155
Date of Incident: 20070730
Vehicle: 2005 LEXUS ES330
Location of Incident: AUSTIN, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 LEXUS ES330. WHILE ATTEMPTING TO MAKE A RIGHT TURN AT 20 MPH, THE VEHICLE ACCELERATED TO APPROXIMATELY 90 MPH ACROSS FOUR LANES OF TRAFFIC. THE VEHICLE CRASHED INTO A METAL POLE. THE POLICE, AMBULANCE, AND FIRE DEPARTMENTS ARRIVED AT THE SCENE. THE CONTACT SUFFERED MULTIPLE INJURIES AND WAS TRANSPORTED TO THE HOSPITAL. APPROXIMATELY ONE YEAR AGO, THE VEHICLE SPEED CONTROL FAILED AND CAUSED A CRASH WHILE DRIVING IN REVERSE. THE POWERTRAIN WAS UNKNOWN. THE APPROXIMATE CURRENT AND FAILURE MILEAGES WERE 50,000. *UPDATED 12/12/07 *BF UPDATED 12/12/07 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10199482
Date of Incident: 20070810
Vehicle: 2006 LEXUS LX470
Location of Incident: LITCHFIELD, CT
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 LEXUS LX470. WHILE PULLING INTO A PARKING SPACE ON AN INCLINE, THE VEHICLE AUTOMATICALLY ACCELERATED AND CRASHED INTO A NAIL SALON. THE DEALER STATED THAT THE FAILURE WAS CALLED AN UN-COMMANDED ACCELERATION. THROUGH RESEARCH, THE CONTACT DISCOVERED A PATTERN FOR THIS TYPE OF FAILURE AMONG TOYOTA VEHICLES. SHE HAS NOT YET NOTIFIED THE MANUFACTURER. THE VEHICLE IS NOT DESTROYED, HOWEVER, THERE IS $22,000 WORTH OF DAMAGE. A POLICE REPORT WAS FILED. WHEN THE VEHICLE WAS STARTED THE DAY BEFORE THE CRASH, THE THROTTLE EXPANDED AND THE ENGINE BEGAN TO REV. THE VEHICLE THEN IDLED DOWN AND BEGAN TO OPERATE NORMALLY. THE CONTACT STATED THAT THE VEHICLE DID NOT MOVE UNTIL THE ENGINE DIED DOWN. THE SPEED WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 35,000

THE CONSUMER PROVIDED PICTURES AND AN ARTICLE PERTAINING TO THE INCIDENT. A CONNECTICUT ACCIDENT REPORT WAS ALSO SUBMITTED. UPDATED 08/28/07 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296353
Date of Incident: 20070811
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: BEDFORD, TX
NHTSA Summary:
TL* THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE MAKING A LEFT TURN THE VEHICLE BEGAN TO ACCELERATE. AS A CONSEQUENCE SHE CRASHED INTO A PARKED VEHICLE. THE VEHICLE WAS COMPLETELY DESTROYED. AFTER THE CRASH SHE SUFFERED MANY BRUISES AND A BROKEN COLLAR BONE. SHE WAS TAKEN TO THE HOSPITAL FOR THE INJURIES. THE MANUFACTURER WENT TO INSPECT THE TOTALED VEHICLE TO EXAM THE ELECTRONIC THROTTLE BODY COMPUTER BUT THE DAMAGE TO THE VEHICLE IMPACTED THE COMPUTER ITSELF. THE FAILURE MILEAGE WAS 25,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286708
Date of Incident: 20070815
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: KENT, WA
NHTSA Summary:
DRIVING 2004 TOYTOA CAMRY WHEN SUDDEN ACCELERATION OCCURRED AND VEHICLE RAN INTO A SENIOR CENTER BUILDING. NO ONE WAS KILLED, BUT THE CAR HAS MAJOR DAMAGE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10203558
Date of Incident: 20070815
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: PARAGOULD, AR
NHTSA Summary:
SOMETIMES WHEN I'M DRIVING DOWN THE ROAD IN MY 2005 TOYOTA CAMRY, IT SURGES WITH GAS EVEN WHEN I DO NOT HAVE THE CRUISE ON OR AM NOT PUSHING THE GAS PEDAL. I HAVE HAD ONE WRECK BECAUSE OF IT AND WOULD LIKE TO KNOW HOW TO GO ABOUT FINDING THE PROBLEM. THANKS. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10200754
Date of Incident: 20070815
Vehicle: 2001 TOYOTA SIENNA
Location of Incident: MICHIGAN CITY, IN
NHTSA Summary:
LEFT OUR HOME ABOUT 1045A. PUT VAN INTO "DRIVE" AFTER PULLING OUT OF DRIVEWAY IN REVERSE. UNABLE TO STOP WITH THE BRAKES AT STOP SIGN. APPROX 0.1 MILES FROM START CAR BEGAN TO ACCELERATE ON IT'S OWN, THROUGH THE STOP SIGN, THROUGH A RIGHT HAND TURN, THROUGH A LEFT HAND TURN. ACCELERATOR PEDAL WAS "STUCK" AND COULD NOT GET IT LOOSE. BRAKES HAD NO EFFECT, INCLUDING ATTEMPTS AT EMERGENCY BRAKE USE. WENT UP A HILL HOPING TO SLOW THE VAN, BUT VAN INCREASED ACCELERATION. TREE WAS HIT WITH CENTER OF FRONT BUMPER. AIR BAGS DID NOT DEPLOY. ENGINE CONTINUED TO "REV" AFTER IMPACT. EXITED VEHICLE. RIGHT FRONT TIRE EXPLODED, SEVERELY DAMAGING RIGHT FRONT QUARTER PANEL AREA/COMPONENTS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10200951
Date of Incident: 20070819
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: GUNTERSVILLE, AL
NHTSA Summary:
UNINTENDED ACCELERATION OCCURRED WHILE OPERATING AT SLOW SPEED RESULTING IN A COLLISION WITH PARKED VEHICLES AND DEPLOYMENT OF AIRBAG. MY WIFE IS THE PRIMARY DRIVER OF THE VEHICLE AND HAS COMPLAINED ON AT LEAST TWO PREVIOUS OCCASIONS THAT, WHILE PARKING, THE ANTI-LOCK BRAKING SYSTEM ACTIVATED AND THE CAR ACCELERATED WITH HER FOOT ON THE BRAKE PEDAL. THIS OCCURRED WHILE TRAVELING AT APPROXIMATELY 5 TO 10 MPH IN A RIGHT TURN. ON ONE OTHER OCCASION SHE STATED THAT THE BRAKES WOULD NOT STOP THE CAR AND THE ENGINE SPEEDED UP AS SHE WAS BRAKED FOR AN INTERSECTION ? AGAIN SHE STATED THAT THE ANTI-LOCK BRAKES ACTIVATED REDUCING BRAKING EFFECTIVENESS AND ALLOWING THE ENGINE TO ACCELERATE THE CAR. I TEST DROVE THE CAR EACH TIME AND FOUND THAT IT OPERATED NORMALLY. THESE EVENTS HAVE OCCURRED DURING THE 2 YEARS WE HAVE OWNED THE CAR. THE ACCELERATION DURING THE LAST EVENT WAS STRONGER AND RESULTED IN A CRASH. MY WIFE HAS A GOOD DRIVING RECORD, KNOWS IF SHE IS DEPRESSING GAS PEDAL INSTEAD OF THE BRAKE PEDAL, AND THE FLOOR MAT WAS NOT A FACTOR. THE 2005 TOYOTA CAMRY WAS NEW WHEN WE PURCHASED IT. THE CAR HAS IS LOCATED AT A LOCAL AUTO BODY SHOP FOR REPAIR. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10200717
Date of Incident: 20070824
Vehicle: 2005 TOYOTA CAMRY SOLARA
Location of Incident: MEDFORD, NY
NHTSA Summary:
I WAS SURPRISED TO SEE HOW MANY IDENTICAL COMPLAINTS THERE WERE CONCERNING THE ACCELERATION LAG WITH THE 6 CYLINDER '05 SOLARA. MY COMPLAINTS TO TOYOTA YIELDED NO RESULTS. THE CAR HESITATES WHEN SLOWING THEN ACCELERATING THEN JUMPS FORWARD. SAME PROBLEM WHEN ACCELERATING TO MERGE WITH TRAFFIC. MANY CLOSE CALLS AND SNAPPING OF THE NECK ON ACCELERATION. DRIVE BY WIRE IS POOR SUBSTITUTION FOR DRIVE BY MECHANISM. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10201029
Date of Incident: 20070825
Vehicle: 2003 TOYOTA CAMRY

Location of Incident: FALLS CHURCH, VA
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. WHILE PULLING INTO A PARKING SPACE BETWEEN 3-5 MPH, THE ENGINE BEGAN TO REV. THE VEHICLE SURGED FORWARD WHEN THE CONTACT APPLIED MORE PRESSURE TO THE BRAKE PEDAL. THE VEHICLE CRASHED INTO A CONCRETE WALL AND THE AIR BAGS FAILED TO DEPLOY. HER KNEES WERE BADLY BRUISED. THE HOOD AND FRONT BUMPER WERE DAMAGED, BUT THE MAJORITY OF THE DAMAGE WAS ON THE PASSENGER SIDE OF THE VEHICLE. THE SIDE PANELS WERE MOVED AND MISALIGNED, WHICH IMPACTS THE OPENING AND CLOSING OF THE DOORS. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 58,500.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10200807
Date of Incident: 20070825
Vehicle: 2004 LEXUS LS
Location of Incident: PALM BEACH GARDENS, FL
NHTSA Summary:
UNINTENDED ACCELERATION. AS I WAS PARKING THE VEHICLE SUDDENLY ACCELERATED AND JUMPED THE CURB AND RAN INTO THE BUILDING. I TRIED TO BACK OFF THE BUILDING AND COULD NOT STOP THE RACING ENGINE. THE VEHICLE SHOT BACKWARDS EVEN THOUGH I WAS ON THE BRAKE. IT WENT THROUGH SOME HEDGES OVER A RISE AND CROSSED THE STREET WHERE THE REAR HIT A PALM TREE AND COLLAPSED THE TRUNK. BOTH THE FRONT AND REAR WERE SEVERELY DAMAGED. NO AIR BAGS DEPLOYED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10201231
Date of Incident: 20070827
Vehicle: 2007 TOYOTA RAV4
Location of Incident: EVANS, GA
NHTSA Summary:
HESITATION WHEN TRYING TO PRESS GAS PEDAL USUALLY FROM A STOP. THIS COULD CAUSE AN ACCIDENT WHEN I BELIEVE I HAVE ENOUGH TIME TO GET OUT ON MAIN HIGHWAY FROM SIDE STREET AND THE SUV WONT GO. TOOK TO DEALER, WHO SAID NORMAL. CRUISE DOES NOT WORK PROPERLY ON INCLINES. IT WILL JERK BACK AND FORTH UNTIL CRUISE TURNED OFF. MECHANIC RODE WITH ME AND SAID THIS SHD NOT BE HAPPENING, BUT TOYOTA HAS NO FIX FOR IT AT PRESENT; THEY DO NOT KNOW WHEN. CALLED TOYOTA CALL CENTER. THEY SAID THIS VEHICLE NOT MEANT TO USE CRUISE ON INCLINES(SO WHY PUT IT ON THE VEHICLE-PUT ON ON LEVEL ROAD, TAKE OFF WHEN SEE HILL APPROACHING-WHAT A JOKE). NEVER HAD A VEHICLE IN MY LIFE WHERE THE CRUISE WAS NOT MEANT TO BE USED AT ALL POINTS OF DRIVING. TOLD BY DEALERSHIP TO WAIT. THIS VEHICLE IS NEW AND I DO NOT WANT TO WAIT
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10201935
Date of Incident: 20070830
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: AGOURA HILLS, CA

NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE AT A COMPLETE STOP, THE CONSUMER STATED TRIED TO APPLY THE BREAKS BUT TO NO AVAIL. THE VEHICLE ACCELERATED WITHOUT WARNING AND CRASHED INTO AN OFFICE BUILDING OFF DERRY AVE. THE TIRES WERE STILL SPINNING AFTER THE CRASH. THE HEAVY STEEL SHELVES AND DESKS WERE DESTROYED. AN INSURANCE CLAIM WAS FILED. THE VEHICLE HAS NOT BEEN INSPECTED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 38,110. UPDATED 10/03/04 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10214896
Date of Incident: 20070901
Vehicle: 2006 SCION XB
Location of Incident: MILWAUKEE, WI
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA SCION XB. WHILE DRIVING APPROXIMATELY 20 TO 30 MPH, THE HEADLIGHTS DIMMED AND VISIBILITY WAS REDUCED. THE LIGHTS WOULD ILLUMINATE AGAIN MOMENTS LATER. WHILE DRIVING 30 MPH UPHILL, THE VEHICLE ACCELERATED TO 60 MPH. THE BRAKES WERE APPLIED, BUT WOULD NOT FUNCTION UNLESS THEY WERE ENGAGED AT A RAPID PACE. OCCASIONALLY THE ENGINE SHUTS OFF, THE FRONT END SHAKES WHILE DRIVING 20-50 MPH, AND THE CRUISE CONTROL SWITCH FAILED TO ENGAGE. THE VEHICLE CONTINUED TO BURN AN EXCESSIVE AMOUNT OF FUEL AFTER THE OIL WAS CHANGED AND THE CHECK ENGINE LIGHT ILLUMINATED. THE RADIO FAILED AND THE DEALER STATED THAT THEY WOULD REPLACE IT WHEN THE PARTS ARRIVE. THE MECHANIC STATED THAT THE BACK OF THE BUMPER WAS SPLIT, WHICH CAUSED IT TO FALL OFF OF THE VEHICLE. THE DEALER ALSO OFFERED HER $14,000 FOR THE VEHICLE ONLY IF SHE PAID THEM $5,000. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE; HOWEVER, THEY STATED THAT THE FAILURES WERE ELECTRICAL. THE FAILURE MILEAGE WAS 400 AND CURRENT MILEAGE WAS 12,000. UPDATED 02-14-08. *KB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10202159
Date of Incident: 20070903
Vehicle: 2005 TOYOTA COROLLA
Location of Incident: LOUISVILLE, KY
NHTSA Summary:
I WAS EXITING A RESTAURANT WAITING TO TURN RIGHT ON A BUSY HIGHWAY. WHILE SITTING THERE WITH THE CAR IN DRIVE AND MY FOOT ON THE BRAKE PEDAL, THE ENGINE SUDDENLY STARTED RACING. THE CAR SUGRED FORWARD A COUPLE OF FEET BUT I PRESSED HARDER ON THE BRAKE PEDAL AND STOPPED IT AGAIN. I PUT THE CAR IN NEUTRAL AND TAPPED THE GAS PEDAL A COUPLE OF TIMES BUT THE ENGINE KEPT RACING VERY FAST. I FINALLY PUT THE CAR IN PARK AND TURNED THE KEY OFF. AFTER RESTARTING THE CAR, IT SEEMED TO BE FINE EXCEPT THE IDLE SEEMED TO BE A LITTLE BIT FASTER THAN NORMAL. I TOOK THE CAR TO A TOYOTA DEALER THE NEXT DAY BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM AND SAID THEY COULD NOT FIND ANYTHING WRONG. I WAS ASKED SEVERAL TIMES WHETHER MY FOOT COULD HAVE BEEN ON THE BRAKE AND GAS PEDALS AT THE SAME TIME BUT I AM ABSOLUTELY SURE THIS WAS NOT THE CASE. PLEASE REFERENCE ODI ID NUMBERS 10109073, 10173082, 10137143, 10125071, 10163070, 10200923, 10165337, 10166526 FOR SIMILAR COMPLAINTS RELATED TO 2005 AND 2006 COROLLAS. *TR UPDATED 01-16-08 *KB

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10202568
Date of Incident: 20070905
Vehicle: 2003 TOYOTA TACOMA
Location of Incident: SAN JOSE, CA
NHTSA Summary:
I WAS THE NUMBER 3 VEHICLE AT A RED LIGHT. FIRST CAR WENT THROUGH (THINKING THE LIGHT HAD CHANGED). SECOND CAR MOVED INTO FIRST PLACE. I STARTED TO FOLLOW AND WHEN I REALIZED HE HAD STOPPED I APPLIED MY BRAKES. I COULD FEEL THE TRUCK LURCH EVEN THOUGH I WAS STILL PRESSING THE BRAKES AS HARD AS POSSIBLE. I SLAMMED INTO HIM AND CAUSED DAMAGE TO BOTH VEHICLES. MY FOOT WAS NOT ON THE GAS PEDAL AT ALL. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10204912
Date of Incident: 20070907
Vehicle: 2003 TOYOTA PRIUS
Location of Incident: CRESWELL, OR
NHTSA Summary:
2003 TOYOTA PRIUS WITH ACCELERATION AND BRAKE PROBLEMS. CUSTOMER STATED WHEN SHE RELEASED HER FOOT FROM THE BRAKE PEDAL THE VEHICLE RACED FORWARD WHILE MAKING A LOUD NOISE. THE BRAKES WERE REAPPLIED BUT IT DID NOT STOP THE VEHICLE. *KB THE CONSUMER WAS ABLE TO VEER SLIGHTLY TO THE LEFT TO AVOID AN ACCIDENT. THE VEHICLE FINALLY STOPPED AFTER LURCHING ABOUT 30 TO 40 FEET WELL BEYOND THE STOP SIGN AND INTO THE INTERSECTION. THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294347
Date of Incident: 20070909
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: SOUTHINGTON, CT
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA CAMRY. WHILE PARKING, THE VEHICLE RAPIDLY ACCELERATED OVER A CURB AND THROUGH THE GLASS OF A STORE- FRONT. A POLICE REPORT WAS FILED. HE CALLED THE TOYOTA MANUFACTURER AND FILED A COMPLAINT. HOWEVER HE HAS NOT RECEIVED A RESPONSE. THE DAMAGES TO THE VEHICLE AND THE STORE FRONT WERE OVER $17,000. THE CURRENT MILEAGE WAS 20,000. THE VIN WAS UNAVAILABLE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10216514
Date of Incident: 20070911
Vehicle: 2007 TOYOTA COROLLA
Location of Incident: PASENDA, CA
NHTSA Summary:

TL*THE CONTACT OWNS A 2007 TOYOTA COROLLA. WHILE ATTEMPTING TO PARK THE VEHICLE, IT SURGED FORWARD AND CAUSED A MINOR CRASH. ONE YEAR LATER, WHILE ATTEMPTING TO DRIVE UPHILL WITH THE ACCELERATOR PEDAL SLIGHTLY DEPRESSED, THE FAILURE RECURRED. THE CONTACT STRUCK A METAL POST. THERE WERE NO PRIOR WARNINGS BEFORE THE FAILURES OCCURRED. SHE IS CURRENTLY IN THE PROCESS OF HAVING THE VEHICLE INSPECTED. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 1,500 AND CURRENT MILEAGE WAS 2,700.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10203412
Date of Incident: 20070914
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: TREVOSE, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE DRIVING 2 MPH, THE VEHICLE SURGED FORWARD WITHOUT WARNING WHILE THE BRAKE PEDAL WAS DEPRESSED. THE VEHICLE CRASHED INTO A WALL. A POLICE REPORT WAS FILED. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 24,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10203274
Date of Incident: 20070917
Vehicle: 2006 TOYOTA RAV4
Location of Incident: GARRISON, NY
NHTSA Summary:
OUR 2006 TOYOTA RAV4 HAS HAD ISSUES ON SEVERAL OCCASIONS OF EITHER HESITATING WHEN THE GAS PEDAL IS PRESSED OR LUNGING FORWARD WHEN TRYING TO SLOW DOWN FOR TRAFFIC OR A STOP LIGHT. WE HAVE MADE SEVERAL COMPLAINTS TO OUR DEALER, BUT THEY KEEP SAYING NOTHING IS WRONG. WE FEEL THIS CAR IS UNSAFE/ RELIABLE AT THIS POINT. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20070920
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: YUKON, OK
NHTSA Summary:
"One woman was killed and another injured in a one-car collision Thursday night about three miles north of town. According to the Oklahoma Highway Patrol, Jean Bookout, 76, of Yukon was driving a 2005 Toyota Camry south on U.S. 69 at a high rate of speed at about 6:20 p.m. Thursday. Bookout, the OHP report states, failed to negotiate a curve and her car careened into a ditch on Texanna Road. Bookout was transported by helicopter to St. John Medical Center in Tulsa, where she was treated for head injuries. Bookout was listed in serious condition Friday. A passenger, Barbara Schwarz, 70, also of Yukon, was transferred from Muskogee Regional Medical Center by helicopter to St. John Medical Center, where she later died. The OHP report states safety belts were in use by both occupants. The air bag did not deploy."
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10207089
Date of Incident: 20070930
Vehicle: 2004 LEXUS ES
Location of Incident: DELRAY BEACH, FL
NHTSA Summary:
MY WIFE WAS PULLING INTO A PARKING SPOT AT A VERY LOW RATE OD SPEED. ACCELERATOR STUCK AND COULD NOT BE RELEASED. CAR SPED UP AND HIT FOUR OTHER CARS. TOTAL DAMAGE TO ALL CARS EXCEEDED $40,000.00 AND MY WIFE WAS INJURED WHEN AIR BAG INFLATED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10204688
Date of Incident: 20071001
Vehicle: 2003 TOYOTA HIGHLANDER
Location of Incident: PASADENA, TX
NHTSA Summary:
WHILE ATTEMPTING TO PARK MY 2003 TOYOTA HIGHLANDER AT A MCDONALD'S, AS I WAS APPLYING THE BRAKE AND ALMOST PARKED, THE CAR SUDDENLY ACCELERATED, JUMPED THE CURB AND CRASHED THROUGH THE ENTRANCE OF THE MCDONALD'S. I CONTINUED TO APPLY THE BRAKE WHEN THIS HAPPENED, AND IT WOULD NOT STOP. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10209036, 10206896
Date of Incident: 20071005
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: REVERE, MA
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. THE CONTACT SWITCHED GEARS FROM NEUTRAL TO DRIVE AND THE VEHICLE ACCELERATED TO MAXIMUM SPEED. THE ACCELERATOR PEDAL WAS STUCK AND THE VEHICLE WOULD NOT STOP. SHE DROVE INTO SOME BUSHES AND TREES THAT WERE IN FRONT OF A TWO FOOT WALL. THE UNDERCARRIAGE, TRANSMISSION HOUSING, TIE ROD, AND BUMPER WERE ALL DAMAGED. THE REPAIRS WOULD COST $5,800. THE FIRE AND POLICE DEPARTMENTS ALONG WITH AN AMBULANCE ARRIVED AT THE SCENE. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED AND THE CONTACT REFUSED TO GO TO A HOSPITAL, EVEN THOUGH HER BLOOD PRESSURE WAS 200. THE DEALER STATED THAT NOTHING COULD BE DONE. THE SPEED WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 43,960. SEE ODI 10206896 ALSO. *DSY; TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. THE CONTACT STATED THAT THE VEHICLE ACCELERATED AT AN UNKNOWN SPEED WITHOUT WARNING WHEN THE GEAR WAS SHIFTED INTO DRIVE. AS A RESULT, THE VEHICLE TRAVELED APPROXIMATELY 200 YARDS AND THEN CRASHED INTO A WALL. THE CONTACT STATED THAT THE ACCELERATOR PEDAL STUCK AND SHE WAS UNABLE TO DEPRESS THE BRAKE PEDAL. THE AIR BAG FAILED TO DEPLOY. NHTSA CAMPAIGN ID NUMBER 04V346000 (AIR BAGS: SIDE/WINDOW) WAS REFERENCED. A POLICE REPORT WAS FILED. THE INSURANCE INSPECTOR FELT THAT THE ELECTRICAL SYSTEM CAUSED THE FAILURE. AS OF OCTOBER 25, 2007, THE MANUFACTURER HAD NOT INSPECTED THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 41,000. SEE 10209036 ALSO. *DSY UPDATED 01/11/08. *LJ
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10205755
Date of Incident: 20071008
Vehicle: 2007 LEXUS RX400H
Location of Incident: HOMESTEAD, FL
NHTSA Summary:
TL*THE CONTACT OWNED A 2007 RX400 LEXUS HYBRID. WHILE DRIVING 35 MPH AND ENGAGING THE BRAKES, THE MAT WAS BETWEEN THE ACCELERATOR AND THE BRAKES PREVENTED THE CONTACT FROM BRAKING. THE CONTACT CRASHED INTO A VEHICLE ON THE DRIVER'S SIDE REAR. THE CONTACT'S VEHICLE WAS TOTALED. THE OTHER VEHICLE SUSTAINED DAMAGE TO THE DRIVER'S SIDE BUMPER, THE BACK WINDOW SHATTERED, AND THE DRIVER'S REAR WHEEL WELL WAS DAMAGED. THE CONTACT SUSTAINED INJURIES TO HER CHEST AND BACK WHEN THE DRIVER'S SIDE AIR BAG DEPLOYED. THE DRIVER'S SIDE FOOT AIR BAG ALSO DEPLOYED. PICTURES ARE AVAILABLE. THE PURCHASE DATE WAS 08/04/2007. A POLICE REPORT IS AVAILABLE. THE DEALER INFORMATION IS NOT AVAILABLE. THE CURRENT AND FAILURE MILEAGES WERE 2,300.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10205212
Date of Incident: 20071008
Vehicle: 2006 TOYOTA SEQUOIA
Location of Incident: CLARKSVILLE, TN
NHTSA Summary:
UNCONTROLLED ACCELERATION WHEN USING THE RESUME FEATURE IN THE CRUISE CONTROL. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285725
Date of Incident: 20071009
Vehicle: 2000 TOYOTA TACOMA
Location of Incident: GLENDORA, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2000 TOYOTA TACOMA. WHILE DRIVING APPROXIMATELY 70 MPH ON NORMAL ROAD CONDITIONS, THE CRUISE CONTROL WAS DISENGAGED AND THE VEHICLE RAPIDLY BEGAN ACCELERATING. THE VEHICLE FAILED TO SLOW DOWN; HOWEVER, THE CONTACT WAS ABLE TO SHUT THE ENGINE OFF AND RESTART THE VEHICLE. THE CONTACT DROVE THE VEHICLE TO A NEARBY SERVICE STATION AND DETERMINED THAT THE FAILURE WAS CONTRIBUTED TO THE THROTTLE BODY CABLE CONNECTER. THE VEHICLE WAS REPAIRED. THE CONTACT HAS CONCERNS OF THE SAFETY RISK INVOLVED. THE FAILURE MILEAGE WAS 90,000 AND THE CURRENT MILEAGE WAS 120,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10216383
Date of Incident: 20071015
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: HOLIDAY, FL

NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE IDLING, THE VEHICLE REVS AND ACCELERATES ON ITS OWN. THE VEHICLE WAS TAKEN TO THE DEALER FOUR TIMES, BUT THEY HAVE BEEN UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 33,300 AND FAILURE MILEAGE WAS 28,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291013
Date of Incident: 20071015
Vehicle: 2005 LEXUS ES330
Location of Incident: VERNON HILLS, IL
NHTSA Summary:
2005 LEXUS ES350 LEASED NEW IN AUGUST, 2005. I OVERTOOK A SLOW MOVING VEHICLE IN FRONT OF ME AND TRIED TO EASE OFF BACK INTO THE LANE. INSTEAD, THE CAR BEGAN ACCELERATING. 2K RPM, 3K RPM, 4K RPM, ALMOST REDLINING. I PUT ON THE BRAKES AND KEPT HOLDING THE BRAKE PEDAL DOWN. PUSHING ACCELERATOR PEDAL DOWN WAS NO HELP. INSTEAD, I SHIFTED TO NEUTRAL AND AFTER ABOUT 10 SECONDS (FELT LIKE ETERNITY SINCE SHIFTING TO NEUTRAL DID NOT HELP) TURNED THE IGNITION KEY OFF. THE CAR STOPPED. AFTER SEVERAL MINUTES OF COLLECTING MYSELF, I TURNED THE IGNITION KEY BACK ON AND THE VEHICLE BEHAVED NORMALLY. AFTER THAT EXPERIENCE I ALWAYS MADE SURE I DID NOT ACCELERATE QUICKLY. THE CAR WAS RETURNED BACK TO THE DEALER AFTER THE ORIGINAL LEASE EXPIRED LAST YEAR. I CAN ASSURE YOU FLOORMAT WASN'T THE PROBLEM. I AM CONCERNED THAT TOYOTA ONLY ISSUED RECALL ON 2007- LEXUS ES350 MODELS. THEY SHOULD ALSO INCLUDE PREVIOUS ES350 MODEL AS WELL. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285924
Date of Incident: 20071017
Vehicle: 2007 LEXUS GS350
Location of Incident: EL PASO, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 LEXUS GS350. WHEN ATTEMPTING TO ENTER A PARKING SPACE, SHE EXPERIENCED UNINTENDED VEHICLE ACCELERATION, WHICH CAUSED HER TO CRASH INTO A WALL. THE VEHICLE WAS TOWED TO A DEALER. HOWEVER, THE TECHNICIANS COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. THE CONTACT IS CONCERNED THAT THE FLOOR-MAT INTERFERENCE CAUSED THE ACCELERATOR PEDAL TO STICK. THE FAILURE MILEAGE WAS 350 AND THE CURRENT MILEAGE WAS 11,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10206523
Date of Incident: 20071019
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: DALLEJO, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2000 TOYOTA CAMRY. WHILE TURNING INTO A PARKING SPACE AT APPROXIMATELY 5 MPH, THE VEHICLE RAPIDLY ACCELERATED AND THE RPM'S REVVED. THE VEHICLE CRASHED INTO A WALL. THE VEHICLE HAD TO BE SHUT OFF IN ORDER FOR IT TO STOP. THE MANUFACTURER STATED THAT THEY WOULD CALL

HER BACK AND LET HER KNOW IF HER VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER 01V012000 (VEHICLE SPEED CONTROL). THEY HAVE YET TO CALL. THE CURRENT AND FAILURE MILEAGES WERE 36,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10209358
Date of Incident: 20071020
Vehicle: 2003 TOYOTA AVALON
Location of Incident: LATHAM, NY
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA AVALON. WHILE DRIVING 3 MPH WITH THE BRAKES APPLIED, THE VEHICLE SUDDENLY ACCELERATED. THE CONTACT APPLIED MORE PRESSURE TO THE BRAKES, HOWEVER , THE VEHICLE DID NOT STOP AND CRASHED INTO SOME BUSHES. A POLICE REPORT WAS FILED. THERE WERE NO PRIOR WARNING INDICATORS. THE VEHICLE WAS TOWED. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE AND THERE WERE NO ERROR CODES. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 45,000. NEW YORK POLICE REPORT UPDATED 12/12/07 *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10206821
Date of Incident: 20071020
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: MIAMI SHORES, FL
NHTSA Summary:
DATE 10/20/2007 THIS SATURDAY MORNING AT 9.05 AM, AFTER MASS AT THE MIAMI ARCHDIOCESES, I HAD A MOST UNPLEASANT EXPERIENCE WITH MY 2004 TOYOTA COROLLA. WHEN I MOVE TO REVERSE MY CAR FROM MY PARKING PLACE, I EXPERIENCED A SUDDEN DRAMATIC INCREASE FROM THE CAR'S IDLE AND A RELEASE OF THE ACCELERATION, CAUSING THE VEHICLE TO MOVE BACKWARD VERY FAST. I IMMEDIATELY PUT THE CAR IN NEUTRAL, BUT DID NOT STOP AND THEN, IN A FEW SECONDS , TO FORWARD TO AVOID HITTING ANY PERSONS OR VEHICLES IN MY BACK IN THE CHURCH PARKING LOT. IN TOTAL ABOUT 45 FEET BACKWARD AND FORWARD, PERHAPS 30 SECONDS PLUS IN TOTO". I THEN DID CRASH ON THE WALL OF ST. MARTHA RECTORY. THE CAR WAS UNCONTROLLABLE AND THE FRONT OF MY CAR'S HOOD, FRONT DOORS WERE BADLY DAMAGED, (ESPECIALLY THE RIGHT SIDE, WHERE MY SICK WIFE SAT) DAMAGES WITH A PRELIMINARY ESTIMATE OF $ 5864. I HAVE TWO CONCERNS. A) SUDDEN ACCELERATION WHEN CAR IS STARTED AND INABILITY TO STOP IT. B) NO AIR BAG SYSTEM DEPLOYMENT IN SPITE OF THE STRENGTH OF THE IMPACT AND HAVING THE ENTIRE FRONT BUMPER OF THE CAR DESTROYED. 2) I HAVE LOST MY TRUST IN MY PRESENT TOYOTA COROLLA CAR (I HAVE HAD ONE BEFORE AND A CAMRY, AND THEIR PERFORMANCE WAS SATISFACTORY). I WOULD LIKE TO HAVE A VERY CAREFUL INSPECTION OF OUR VEHICLE, ITS CAPACITY FOR SUDDEN UNCONTROLLABLE ACCELERATION, LACK OF AIR BAG PROTECTION AND THE LIKE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10207653
Date of Incident: 20071024
Vehicle: 2007 LEXUS RX400H

Location of Incident: SANTA MONICA, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 LEXUS RX400H. WHILE DRIVING 3 MPH, THE VEHICLE ACCELERATED WITHOUT WARNING TO APPROXIMATELY 25 MPH. THE VEHICLE CRASHED INTO A WALL AND THE DRIVER SUSTAINED BRUISES TO HER CHEST AND KNEES. AS OF NOVEMBER 1, 2007, THE MANUFACTURER HAD NOT INSPECTED THE VEHICLE. THEY STATED THAT IT COULD TAKE 4-6 WEEKS BEFORE THE VEHICLE COULD BE INSPECTED. THE CONTACT FELT THAT THE ACCELERATOR PEDAL CAUSED THE FAILURE. THE VIN WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 1,500
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294080
Date of Incident: 20071101
Vehicle: 2006 TOYOTA COROLLA MATRIX
Location of Incident: PACE, FL
NHTSA Summary:
I OWN A 2006 TOYOTA MATRIX. AT ABOUT 40K I BEGAN NOTICING WHEN I PUSHED THE GAS PEDAL FROM A STOP THAT IT SOMETIMES LAGGED, OTHER TIMES THE PEDAL SEEMED VERY TOUCHY AND TO TAKE OFF EXCESSIVELY, CAUSING PASSENGERS TO NOTICE THE SUDDEN ACCELERATION. THIS OCCURS SPONTANEOUSLY BUT AT LEAST ONCE EVERY 14 DAYS. IT IS ALWAYS FROM A STOP SUCH AS AT A LIGHT OR DRIVEWAY, AFTER THE CAR HAS BEEN DRIVING EVEN A FEW FEET BUT IT HAS NEVER OCCURRED ON THE INITIAL PRESS WHEN THE CAR IS FIRST CRANKED AND MOVED, ONLY AFTER THE WHEELS HAVE MOVED. AS A SIDE NOTE, THE COMPUTER WAS REPLACED AT ABOUT 77K AND THIS DID NOT CORRECT THE ISSUE. I HAVE THE OEM FLOOR MATS WITH THE LATCH SYSTEM THAT HOLDS THE MAT IN PLACE. I HAVE NEVER HAD THE PEDAL APPEAR TO EVEN TOUCH THE MAT. WHILE I HAVE NEVER HAD THE TERRIBLE EXPERIENCE OF HAVING THE PEDAL STICK AND CONTINUE TO ACCELERATE, I AM HOPING THAT THIS INFORMATION WILL HELP THE CAUSE OF THE ISSUES COME TO LIGHT. THERE IS DEFINITELY A PROBLEM WITH THE GAS PEDAL AND THE COMPUTER TELLING THE THROTTLE WHEN AND HOW MUCH TO OPEN. PLEASE DO NOT LET THIS FALL SOLELY ON THE FLOOR MATS. THERE IS MORE TO THE STORY! *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10212637
Date of Incident: 20071114
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: LAWRENCEVILLE, GA
NHTSA Summary:
PULLING INTO A PARKING SLOT, I HIT THE BRAKE BUT IT CAUGHT THE GAS PEDAL CAUSING THE VEHICLE TO ACCELERATE. ONLY THE BALCONY WALL OF THE PARKING STOPPED THE CAR. THE ACCIDENT RESULTED IN THE SPRAIN OF MY NECK AND A $3000 DAMAGE TO THE VEHICLE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10209552
Date of Incident: 20071115
Vehicle: 2007 TOYOTA SIENNA
Location of Incident: NORTH BABYLON, NY

NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA SIENNA. WHILE DRIVING 10 MPH, THE VEHICLE WOULD SLOW DOWN AND THEN ACCELERATE WITHOUT WARNING WHEN THE BRAKE PEDAL WAS DEPRESSED. THE DEALER WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 3,700.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10214275
Date of Incident: 20071129
Vehicle: 2002 TOYOTA RAV4
Location of Incident: BAKERSFIELD, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA RAV4. WHILE DRIVING 2 MPH IN REVERSE AND WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE ACCELERATED. THE CONTACT APPLIED MORE PRESSURE TO THE BRAKE PEDAL, BUT THE VEHICLE DID NOT STOP. THE VEHICLE CRASHED INTO A PARKED VEHICLE AND WAS THEN TOWED TO THE DEALER. A POLICE REPORT WAS FILED. THE VEHICLE WAS DESTROYED. THE ROAD CONDITIONS WERE DRY. THE CURRENT AND FAILURE MILEAGES WERE 70,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10211750
Date of Incident: 20071213
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: SAN LEANDRO, CA
NHTSA Summary:
HE HAS BEEN EXPERIENCING PROBLEM EITHER WITH THE TRANSMISSION OR THE ACCELERATOR. WHEN HE START TO ACCELERATE SOMETIMES, USUALLY IN LOW SPEED, 20% TO 40% OF THE TIME, THERE IS A FEW SECONDS THE CAR DOES NOT RESPOND, AND SUDDENLY HE FEEL A JOLT AND THE CAR JUMPS VIOLENTLY. HE HAS TO LOOK BACK WHENEVER IT HAPPENS TO SEE IF SOMEONE HAS CRASH IN TO HIS CAR. IF THERE IS A CAR INFRONT OF HIM WHILE IN TRAFFIC, THIS COULD LEAD POTENTIAL CAR ACCIDENT OF HITTING THE CAR INFRONT OF HIM. HE ALSO HAS TO MAKE SURE HE DOES NOT PARK TOO CLOSE TO OTHER CARS OR THE WALL. I HAVE HELP HIM REPORTED THE ISSUE TO DEALER 2 TIMES MANY MONTHS AGO AND THEY SAID THEY CAN NOT FIX THE PROBLEM IF THEY CANT FEEL THE PROBLEM. I HAVE ALSO TOLD THE HEADQUARTER I FOUND NUMEROUS COMPLAINTS ON THE SAME HESITATION/ACCELERATION PROBLEM MY FATHER EXPERIENCING AND I NOTICED TOYOTA HAVE BEEN TELLING OTHER PEOPLE SAME RESPONSE THAT DEALER CAN NOT FIX THE PROBLEM IF DEALER CAN NOT FEEL THE PROBLEM, AND DEALER HAVE BEEN TELLING PEOPLE THIS IS NORMAL BEHAVIOR FOR THOSE WHO REVISITED MANY TIMES. THERE ARE HUNDREDS OF COMPLAINTS ABOUT THIS ISSUE IF YOU GO SEARCH ON GOOGLE (USING KEYWARD TOYOTA CAMERY TRANSMISSION PROBLEM). ONE OF THE WEBSITE IS I FOUND FROM GOOGLE RESULT FOR EXAMPLE WAS HTTP://WWW.AUTOBYTEL.COM/CONTENT/RESEARCH/FORUMS/INDEX.CFM/ACTION/POSTS/FID/2852 IT HAS 27 PAGES OF SUCH COMPLAINTS . I HAVE ALSO NOTICE SUCH COMPLAINTS DOES NOT APPLY TO JUST 2005 YEAR CAMERY BUT AGAINST 2002 AND 2007 CAMERY AS WELL. WITH SO MANY CARS THEY SOLD OVER 5 YEARS AND SO MANY COMPLAINTS ON THEIR TRANSMISSION THAT CAN LEAD ACCIDENTS AND POSSIBLY ALREADY DID, TOYOTA ARE MAKING INDIVIDUALS FEEL AS IF THEY ARE THE ONLY ONE IMAGINING THINGS. A FEW PEOPLE SAID CERTAIN STORES ALLOW THEM TO DO A COMPUTER CHIP "FIX," AND THE FIX WAS NOT HELPFUL. ON TOP OF TRANSMISSION

PROBLEM. HE NOTICED PAINT PEELING, RUST PAINT UNDER 15X MAGNIFYING GLASSES, A BUBBLE ON DASH BOARD. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10227339
Date of Incident: 20071216
Vehicle: 2007 TOYOTA COROLLA
Location of Incident: CONYERS, GA
NHTSA Summary:
2007 TOYOTA COROLLA UNINTENDED ACCELERATION. CONSUMER STATES THAT ENGINE ACCELERATED AT HIGH SPEED, UNABLE TO CONTROL CAR OR BRAKE EFFECTIVELY. *NJ THE CONSUMER STATED SINCE PURCHASING THE VEHICLE, THERE WAS SOME HESITANCY IN STARTING THE VEHICLE DURING SUMMER MONTHS AND JERKY ACCELERATION. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10215747
Date of Incident: 20071220
Vehicle: 2008 TOYOTA YARIS
Location of Incident: EVANSVILLE, IN
NHTSA Summary:
TL*THE CONTACT OWNS A 2008 TOYOTA YARIS. WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE JERKED AND SURGED DRAMATICALLY WITHOUT WARNING. THE DEALER ADVISED THE CONTACT TO INCREASE HIS SPEED WHILE DRIVING BECAUSE THE VEHICLE CANNOT SUFFICIENTLY OPERATE AT LOW THROTTLE. THE MANUFACTURER PROVIDED NO ASSISTANCE. THE FAILURE MILEAGE WAS 2,000 AND CURRENT MILEAGE WAS 2,025.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10214653
Date of Incident: 20071222
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: VACAVILLE, CA
NHTSA Summary:
I PURCHASED A PREVIOUSLY OWNED 2000 TOYOTA CAMRY ON 11/4/07. WHILE DRIVING FROM NORTHERN CALIFORNIA TO SOUTHERN CALIFORNIA ON THE LOSS DATE I ACTIVATED THE CRUISE CONTROL FEATURE. TRAFFIC ON THE FREEWAY BEGAN TO SLOW AND I DEPRESSED THE BRAKE PEDAL TO SLOW THE VEHICLE. TRAFFIC BEGAN MOVING AGAIN THEN SUDDENLY STOPPED. I AGAIN DEPRESSED THE BRAKE PEDAL BUT THE CAR SEEMED TO ACCELERATE EVEN THOUGH I HAD BOTH OF MY FEET ON THE BRAKE PEDAL. MY CAR CRASHED INTO THE REAR OF A VEHICLE IN FRONT OF MINE CAUSING BOTH AIR BAGS IN MY VEHICLE TO DEPLOY. THE CRASH IMPACT JAMMED THE DRIVER'S DOOR PREVENTING IT FROM OPENING, TRAPPING ME IN THE CAR WITH SMOKE POURING FROM UNDER THE HOOD. INITIALLY THE ELECTRIC WINDOW WOULD NOT OPEN BUT FINALLY DID ALLOWING ME TO EXTRICATE MYSELF FROM THE DAMAGED VEHICLE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290959
Date of Incident: 20080115
Vehicle: 2005 TOYOTA SOLARA
Location of Incident: DANA POINT, CA
NHTSA Summary:
2005 TOYOTA SOLARA--ACCELERATOR SURGES. IN JUNE 2008 I TOOK IT TO THE DEALER WHO SAID THEY COULDN'T FIND ANYTHING. THE DEALER HAS THE RECORD OF MY JUNE 2008 REPAIR REQUEST. HOWEVER, THE ACCELERATOR STILL STICKS AND SURGES INTERMITTENTLY. WHAT SHOULD I DO. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10217071
Date of Incident: 20080117
Vehicle: 2003 LEXUS ES300
Location of Incident: ELLICOTT CITY, MD
NHTSA Summary:
I WAS IN THE DRIVE THROUGH AT THE DUNKIN DONUTS IN GERMANTOWN, MD GIVING MY ORDER IN THE SPEAKER. I REMEMBER HEARING A ROARING SOUND LIKE A TRAIN AND THE NEXT THING I KNOW ALL OF A SUDDEN MY CAR SHOT FORWARD AND HIT THE BACK OF THE CAR AT THE SERVICE WINDOW. IT WAS QUITE STRANGE. I AM CONVINCED I HAD MY FOOT ON THE BRAKE. THE EMS AND POLICE SAID I MUST HAVE HIT THE ACCELERATOR BY MISTAKE. I AM NOT CONVINCED IN MY OWN MIND THAT THIS IS WHAT HAPPENED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10215427
Date of Incident: 20080118
Vehicle: 2007 SCION TC
Location of Incident: PERRYVILLE, AR
NHTSA Summary:
MY 2007 SCION TC HAS A BRAKE, ACCELERATION PROBLEM. 3 TIMES WHILE SITTING IN TRAFFIC WITH THE BRAKES ON, THE CAR HAS SURGED OR LUNGED FORWARD WITH THE ENGINE REVVING LIKE CRAZY. I AM VERY SCARED TO DRIVE IT, NOW! *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10216273
Date of Incident: 20080127
Vehicle: 2007 TOYOTA RAV4
Location of Incident: PLEASANTVILLE, NY
NHTSA Summary:
MY 2007 TOYOTA RAV4 EXPERIENCES SUDDEN AND RANDOM INSTANCES OF UNCONTROLLABLE ACCELERATION WHEN ATTEMPTING TO STOP. UNDER FULL BRAKE PRESSURE THE ENGINE REVS TO 4000 RPM AND CONTINUES TO MOVE. WHEN I SHIFT TO NEUTRAL TO STOP THE VEHICLE, THE ENGINE REVS TO 6500 RPM. SOMETIMES IT WILL RETURN TO NORMAL IDLE AFTER A FEW SECONDS AND SOMETIMES IT IS NECESSARY TO TURN OFF THE IGNITION. IT USUALLY RESTARTS NORMALLY BUT OCCASIONALLY REPEATS THE 6500 RPM. I HAVE TAKEN IT TO THE DEALER TWICE WHO FINDS NO COMPUTER RECORD OF A MALFUNCTION AND REPORTS THAT " EVERYTHING MEETS FACTORY SPECIFICATIONS." I HAVE REQUESTED TECHNICAL ASSISTANCE FROM TOYOTA MOTOR SALES BUT THEY ONLY REFER ME BACK TO THE DEALER. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10216647
Date of Incident: 20080131
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: CAMBRIDGE, OH
NHTSA Summary:
MY WIFE WAS PULLING INTO A PARKING LOT THE CAR ACCELERATED ON ITS OWN OUT OF CONTROL. MY WIFE WAS ABLE TO GET STOPPED WITHOUT HITTING ANYTHING BUT SHE IS SO SHOOK UP SHE WON'T DRIVE IT ANYMORE. NOTHING HAS BEEN DONE ABOUT FIXING THE PROBLEM IT JUST HAPPENED TODAY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10217130
Date of Incident: 20080205
Vehicle: 2003 LEXUS ES300
Location of Incident: ENCINO, CA
NHTSA Summary:
THE 2003 LEXUS ES300 SUDDENLY ACCELERATED WITHOUT WARNING, CAUSING THE VEHICLE TO COME OUT OF A DRIVEWAY, GO COMPLETELY ACROSS THE STREET, UP ONTO THE SIDEWALK, AND HIT POLES/FENCE, CAUSING SEVERE INJURIES. THE GAS PEDAL WAS NOT PRESSED DOWN HARD AT THE TIME, AND THERE WAS NO EXPLANATION FOR THE RAPID ACCELERATION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10259437
Date of Incident: 20080208
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: TAMPA, FL
NHTSA Summary:
PRIOR TO THE ACCIDENT ON 2/8/2008 AT 8:55PM THERE WERE 2-3 EPISODES WITHIN A 6 YEAR PERIOD WHEN ANA LOPEZ FELT THE VEHICLE MILDLY ACCELERATE ON ITS OWN FOR ONLY A FEW SECONDS. THE EPISODES WERE SO MILD THAT SHE QUESTIONED HERSELF WHETHER THE CAR TRULY ACCELERATED AND SO SHE NEVER HAD THE CAR INSPECTED. HOWEVER, ON 2/8/2008 AT 8:55PM WHILE DRIVING HOME HEADING SOUTH ON THE VETERANS EXPRESSWAY IN TAMPA SHE EXPERIENCED WHAT SHE DESCRIBES AS THE MOST FRIGHTENING EVENT IN HER LIFE. THE FIRST SIGN THAT SOMETHING WAS GOING WRONG WAS THE DASH LIGHTS BEGAN TO FLICKER ON AND OFF SO SHE MADE AN ATTEMPT TO PULL OVER SO SHE COULD CALL HER HUSBAND AND MAKE HIM AWARE OF HOW THE CAR WAS PERFORMING. AS SHE BEGAN SLOWING DOWN AND VEERING OFF THE ROAD ON THE OUTSIDE LANE, WHICH WAS WITNESSED, THE VEHICLE MAD A VERY POWERFUL ACCELERATION ACCOMPANIED BY A LOUD ACCELERATION SOUND AND LOSS OF STEERING ABILITY AS THE CAR BEGAN TO STEER TO THE LEFT GOING BACK INTO TRAFFIC LANES. SHE FELT AS THOUGH THE VEHICLE WAS NOW CONTROLLING ITSELF AND SHORTLY AFTER BEGAN TO SPIN OUT OF CONTROL. THE VEHICLE STRUCK THE BARRIER WALL AND CAME TO A FINAL REST ON THE RIGHT SOUTHBOUND LANE. ANA LOPEZ SUFFERED MULTIPLE FRACTURES TO HER RIGHT LEG AND SPENT 2 MONTHS IN THE HOSPITAL AND REHAB UNIT WHERE SHE SUFFERED GREATLY WITH PAIN AND CONTINUES TO SUFFER FROM PAIN AND DEBILITATION. THE VEHICLE WAS INSPECTED BY A PROFESSIONAL INSPECTOR AT HER HOME AND NOTHING WAS FOUND WRONG WITH THE VEHICLE. BUT THE INSPECTION WAS A PRELIMINARY INSPECTION AND SHE FEARED THAT A MORE THROUGH INSPECTION WOULD BE TOO COSTLY FOR HER. HER STORY ABOUT THE INCIDENT HAS NEVER CHANGED AND STILL IS TRAUMATIZING TO HER. THIS COMPLAINT WAS TRANSLATED AND WRITTEN BY ALBERTO LOPEZ, HER SON. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10239141
Date of Incident: 20080225
Vehicle: 2007 TOYOTA 4RUNNER
Location of Incident: CALDWELL, TX
NHTSA Summary:
DRIVING A 2007 TOYOTA 4RUNNER SR5 V6 4 WHEEL DRIVE VEHICLE ON A HIGHWAY AT THE SPEED LIMIT OF 70 MPH, IN THE LEFT LANE (4 LANE HIGHWAY). I SLOWED DOWN TO CHANGE LANES ENTERING THE RIGHT LANE, I THINK APPLYING THE BRAKES TO SLOW DOWN AND MOVE OVER. AS I BEGAN TO ACCELERATE AGAIN IN THE RIGHT LANE, I LET UP ON THE ACCELERATOR PEDAL SO AS TO NOT EXCEED THE SPEED LIMIT BUT IT DID NOT COME BACK UP WHEN MY FOOT DID, AND THE VEHICLE DID NOT SLOW DOWN NORMALLY AS IT SHOULD BUT RACED AHEAD. I QUICKLY LOOKED TO SEE IF MY FLOOR MAT HAD CAUSED THE PEDAL TO STICK WHICH I OBSERVED IT DID NOT. I THEN APPLIED THE BRAKES TO TRY TO SLOW THE VEHICLE YET THE VEHICLE WAS STILL ATTEMPTING TO ACCELERATE. FORTUNATELY, I WAS ABLE TO SOMEWHAT SLOW DOWN AND GUIDE THE VEHICLE ONTO AN EXIT RAMP TO MY RIGHT, ALL THE WHILE HOLDING DOWN THE BRAKE AS HARD AS I COULD TO KEEP CONTROL OF THE CAR. I GUIDED IT ONTO THE RIGHT SIDE OF THE RAMP OUT OF THE TRAFFIC PATH AND QUICKLY MOVED THE GEAR FIRST TO NEUTRAL THEN TO PARK. THIS STOPPED THE VEHICLE BUT THE ENGINE CONTINUED TO RAPIDLY REV. I THEN IMMEDIATELY TURNED OFF THE IGNITION. THE WHEELS WERE POINTED STRAIGHT AHEAD, AND I AVOIDED ANY KIND OF CRASH OR INJURY. THEN I TURNED ON MY EMERGENCY LIGHTS. I LET THE VEHICLE SIT OFF FOR A MINUTE OR SO, THEN LEAVING THE VEHICLE IN PARK I TURNED ON THE IGNITION AGAIN UPON WHICH THE ENGINE REVVED AS HIGH AS BUT DID NOT MOVE. SO I TURNED OFF THE IGNITION FOR GOOD AND CALLED A NEARBY TOYOTA DEALERSHIP FOR HELP WHO SWIFTLY AND SEAMLESSLY RESPONDED TO MY VEHICLE FAILURE. THE VEHICLE IS PRESENTLY BEING EXAMINED BY THIS DEALERSHIP AND THE CAUSE AND REMEDY ARE YET TO BE DETERMINED. THE DEALERSHIP RESPONDED BY SENDING A TOW TRUCK TO BRING MY VEHICLE TO THE DEALERSHIP AND SAID THEY WOULD CONTACT THE LOCAL POLICE TO LET THEM KNOW SUCH HAD BEEN ARRANGED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292643
Date of Incident: 20080301
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: DURHAM, NC
NHTSA Summary:
I WAS DRIVING ON AN INTERSTATE HIGHWAY WITH MY CRUISE CONTROL ENGAGED AND MY CAR BEGAN TO ACCELERATE BEYOND THE SPEED THAT I HAD SET. I DISENGAGED THE CRUISE CONTROL BUT THAT DID NOT SLOW THE CAR DOWN. NEXT, I TRIED BRAKING, WHICH SLOWED THE CAR DOWN A LITTLE, THOUGH I NEEDED TO USE AN UNUSUALLY LARGE AMOUNT OF FORCE TO PRESS THE BRAKE PEDAL DOWN. ONCE I

RELEASED THE BRAKE. THE CAR BEGAN TO SPEED UP AGAIN. I MADE REPEATED ATTEMPTS TO BRAKE BUT, EVENTUALLY, THE BRAKE PEDAL LOCKED UP. AT THIS POINT, I PUT THE CAR INTO NEUTRAL AND THE ENGINE REVVED (I DON'T KNOW WHAT THE MAXIMUM RPM WAS, BUT I KNOW IT WAS WELL ABOVE NORMAL DRIVING RPM). I PULLED OFF ONTO THE SHOULDER AND TURNED THE CAR OFF. I TRIED TURNING THE IGNITION ON (MY FOOT WAS NOT ON THE ACCELERATOR PEDAL) BUT THE ENGINE REVVED UP SO I IMMEDIATELY TURNED THE CAR OFF. OVER THE NEXT 30 MINUTES, I TRIED TURNING THE CAR ON A FEW MORE TIMES WITH THE SAME RESULT. AFTER I HAD BEEN WAITING FOR 1-1.5 HOURS, A TOW TRUCK ARRIVED. THE DRIVER TURNED THE IGNITION ON AND THE CAR STARTED NORMALLY; SOMEHOW THE PROBLEM HAD RESOLVED ITSELF SO WE WERE UNABLE TO DETERMINE THE CAUSE. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10219888
Date of Incident: 20080302
Vehicle: 2006 TOYOTA RAV4
Location of Incident: MEDIA, PA
NHTSA Summary:

TL*THE CONTACT OWNS A 2006 TOYOTA RAV4. THE VEHICLE AUTOMATICALLY ACCELERATED. THE CONTACT HAD TO DEPRESS HARD ON THE BRAKES AND/OR SHIFT INTO NEUTRAL IN ORDER TO KEEP THE VEHICLE FROM ENTERING INTO TRAFFIC. THE FAILURE OCCURRED ON MARCH 2, 2008. THE FAILURE MILEAGE WAS 12,125 AND CURRENT MILEAGE WAS 12,135. UPDATED 03/25/08 *LJ

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10220108
Date of Incident: 20080304
Vehicle: 2003 LEXUS ES300
Location of Incident: GREENACRES, FL
NHTSA Summary:

PULLING INTO PARKING SPOT ON LEFT. ABOUT STOPPED AND THE CAR ACCELERATER VERY FAST FOR ABOUT 30 FEET. BEENING THE SECOND TIME THIS HAS HAPPENED. I WAS AWARE OF WHERE MY FOOT WAS, ON THE BRAKE. LAST OCT. PULLING INTO PARKING SPOT TO LEFT THE SAME THING HAPPENED. JUST FELT LIKE A NUT. THIS TIME I AM SURE IT WAS THE CAR. *TR THE CONTACT WANTED TO ADD THAT THE DRIVERS FLOOR MAT WAS IN THE TRUNK

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10222922
Date of Incident: 20080312
Vehicle: 2007 TOYOTA SIENNA
Location of Incident: BROOKLYN, NY
NHTSA Summary:

THIS MEMO WAS SENT VIA EMAIL ON THE TOYOTA WEBSITE OVER A WEEK AGO AND HAVE NOT RECEIVED A RESPONSE FROM THEM. I BELIEVE THE ISSUE IS VERY SERIOUS AND POTENTIALLY LIFE THREATENING. IT IS REGARDS TO A 2007 TOYOTA SIENNA THAT I OWN. *TR AT LEAST FIVE TIMES IN THE LAST 3 MONTHS I HAVE EXPERIENCED A VERY SERIOUS EPISODE WITH MY SIENNA. WHILE MY FOOT IS DEPRESSING THE BRAKE PEDAL AND AFTER COMING TO A FULL STOP, THE ENGINE WOULD BEGIN TO ACCELERATE VERY RAPIDLY. I NEED TO PUSH DOWN VERY HARD ON THE BRAKE PEDAL IN ORDER NOT TO LURCH FORWARD. I HAVE BEEN FORTUNATE THAT I HAVE NOT HIT ANYTHING. WHAT SHOULD I DO. BECAUSE THE PROBLEM ONLY SEEMS TO OCCUR RANDOMLY ONCE IN A WHILE, A MECHANIC WOULD NOT SEE ANYTHING WRONG. THANK YOU JERRY GREENWALD *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10225586
Date of Incident: 20080317
Vehicle: 2006 TOYOTA RAV4
Location of Incident: MANTUA, OH
NHTSA Summary:

TL*THE CONTACT OWNS A 2006 TOYOTA RAV4. ON MARCH 17, 2008, WHILE COASTING INTO A PARKING SPACE WITH HER FOOT ON THE BRAKE, THE ENGINE REVVED AND THE VEHICLE ACCELERATED AT A HIGH RATE OF SPEED AND CRASHED INTO ANOTHER VEHICLE. THERE WERE NO WARNING SIGNS PRIOR TO THE FAILURE. THE VEHICLE HAD UNDERGONE REGULARLY SCHEDULED MAINTENANCE BEFORE THE CRASH OCCURRED. THE WEATHER WAS DRY ON THE DAY OF THE CRASH. THE VEHICLE WAS RELEASED BACK TO THE CONTACT; HOWEVER, IT HAD TO BE TAKEN BACK TO THE SHOP DUE TO RIDING ROUGHLY WHEN PLACED INTO OVERDRIVE. THE DEALER STATED THAT THE TORQUE CONVERTER WAS LOCKING EVERYTIME THE TRANSMISSION WAS PLACED INTO OVERDRIVE. A POLICE REPORT WAS FILED. THERE WERE NO INJURIES AND THE CONTACT WAS NOT CITED. THE CURRENT MILEAGE IS 17,690 AND FAILURE MILEAGE WAS 17,687. UPDATED 5/13/08 *CN THE DEALER DETERMINED THERE WAS A PROBLEM WITH THE OVERDIRVE. UPDATED

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286345
Date of Incident: 20080408
Vehicle: 2007 TOYOTA RAV4
Location of Incident: HAMDEN, CT
NHTSA Summary:

TL* THE CONTACT OWNS A 2007 TOYOTA RAV 4. WHILE ENTERING A PARKING SPACE THE VEHICLE ACCELERATED WITHOUT INTENTION. HE WAS ABLE TO TURN OFF THE ENGINE TO AVOID A CRASH. THE VEHICLE WAS TAKEN TO A DEALER FOR INSPECTION. SINCE THE TECHNICIAN COULD NOT DUPLICATE THE FAILURE, HE COULD NOT PROVIDE A REMEDY. THE FAILURE MILEAGE WAS 5,000. THE CURRENT MILEAGE WAS 25,800. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291161
Date of Incident: 20080413
Vehicle: 2000 TOYOTA CELICA
Location of Incident: SNOHOMISH, WA
NHTSA Summary:

THREE TIMES IN THE PAST 2 YEARS MY TOYOTA 2000 CELICA'S ACCELERATE STUCK WHEN I APPLIED THE BRAKES. I AM NOT SURE WHAT CAUSED THE PROBLEM. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20080419
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: FLINT, MI
NHTSA Summary:

"On April 19, 2008, shortly after 2:00 in the afternoon, Plaintiff's Decedent GUADALUPE ALBERTO was driving the subject 2005 Toyota Camry on Copeman Boulevard in Flint, Genesee County, Michigan, when the vehicle experienced a sudden, unintended acceleration. The vehicle accelerated from an intended speed of less than twenty-five (25) miles per hour to a speed of approximately 80 miles per hour, despite Guadalupe Alberto's having vigorously and desperately applied her brakes, and traveled at that high speed for approximately one-fourth (1/4) of a mile, collided with a tree, went airborne, and then collided with another tree. Plaintiff's Decedent, despite having been properly secured in her seat belt restraint system, sustained fatal injuries in the accident."

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285784
Date of Incident: 20080422
Vehicle: 2004 TOYOTA CELICA
Location of Incident: VOLO, IL
NHTSA Summary:

TL*THE CONTACT OWNS A 2004 TOYOTA CELICA. WHILE DRIVING FLOOR-MAT INTERFERENCE CAUSED THE ACCELERATOR PEDAL TO STICK. THE MANUFACTURER WAS NOTIFIED, AND A REPRESENTATIVE ADVISED HER THAT THE DEALER COULD INSTALL A NEW CLIP TO SECURE THE FLOOR-MAT. NO REPAIRS WERE MADE. THE FAILURE MILEAGE WAS UNKNOWN. THE CURRENT MILEAGE WAS 90,000

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10230543
Date of Incident: 20080426
Vehicle: 2006 TOYOTA SIENNA
Location of Incident: HUDSON, FL
NHTSA Summary:

I OWN A TOYOTA SIENNA 2006 MODEL. WHEN IN TRAFFIC THE CAR SOMETIMES HESITATES WHEN THE ACCELATOR IS PRESSED AND AT OTHER TIMES IT SURGES FORWARD DANGEROUSLY. THEREFORE CONTROLLING THE CAR IS UNPREDICTIBLE. THE EXACT RESPONSE IS ALSO NOTICABLE AT A TRAFFICE LIGHT OR A STOP SIGN. THE FAILURE HAPPENS OFTEN. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10228201
Date of Incident: 20080503
Vehicle: 2000 TOYOTA CELICA
Location of Incident: STOUGHTON, MA
NHTSA Summary:

ON MAY 3RD, 2008 I HAD AN INCIDENT WITH MY 2000 CELICA GTS. I WAS USING CRUISE CONTROL AT 65MPH. I TAPPED MY BRAKES TO DISENGAGE THE CRUISE CONTROL AS I EXITED ONE HIGHWAY ONTO ANOTHER. WHEN I CLICKED RESUME ON MY CRUISE CONTROL MY CAR ACCELERATED PAST 65MPH AND CONTINUED CLIMBING. I TAPPED MY BRAKES BUT MY CAR CONTINUED TO ACCELERATE. I TURNED OFF THE CRUISE CONTROL BUT THE CAR CONTINUED TO ACCELERATE PAST 85MPH. I PUSHED MY CLUTCH PETAL IN AND THE ENGINE REV.ED NEAR REDLINE. I RELEASED THE CLUTCH AND TURNED OFF THE ENGINE IN THE MIDDLE OF THE HIGHWAY. TOYOTA TOLD ME THAT THE THROTTLE CABLE HAD RUST AND STUCK OPEN WHEN THE CRUISE CONTROL REQUESTED ACCELERATION. IN TURN MY CLUTCH/TRANSMISSION WERE BLOWN. I BELIEVE THIS FAILURE MODE IS A SERIOUS SAFETY ISSUE. THE CAR CONTINUOUSLY ACCELERATING AND THE ONLY WAY TO REMEDY IS TO TURN THE CAR OFF AT HIGH SPEED ON A HIGHWAY

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290968
Date of Incident: 20080505
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: LOS ANGELES, CA
NHTSA Summary:

TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. WHEN THE CONTACT STARTED THE VEHICLE, SUDDENLY, AN UNINTENDED ACCELERATION OCCURRED WITHOUT APPLICATION TO THE BRAKE AND ACCELERATOR PEDALS. THE ENGINE RPM'S BEGAN TO INCREASE. THE CONTACT COULD NOT STOP THE VEHICLE WITH APPLYING PRESSURE TO THE BRAKE PEDAL. THE IDENTICAL FAILURE OCCURRED ON A SEPARATE OCCASION WHILE AT A COMPLETE STOP. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT HAD CONCERNS OF THE SAFETY RISK INVOLVED. FAILURE MILEAGE WAS UNKNOWN. THE CURRENT MILEAGE WAS 81,000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10227047
Date of Incident: 20080505
Vehicle: 2007 TOYOTA COROLLA
Location of Incident: LOS ANGELES, CA
NHTSA Summary:

WHEN I TOOK MY FOOT OFF THE GAS PEDAL THE CAR CONTINUED FORWARD AS THOUGH MY FOOT WAS STILL FEEDING GAS. AS A RESULT I HIT A PARKED CAR NEXT TO THE SLOT I WAS TRYING TO PULL INTO. NO DAMAGE TO THE CAR I HIT BUT $2500 ESTIMATE FOR BODY REPAIR TO THE CAR I WAS DRIVING. I HAVE HAD INFREQUENT SIMILAR EXPERIENCES WITH THIS CAR, BUT ALWAYS IN THE PAST IT HAS BEEN MOMENTARY AND INCONSEQUENTIAL. CAR WILL BE REPAIRED AND IS BEING TAKEN IN TO SERVICE FOR CORRECTION OF THE PROBLEM DESCRIBED ABOVE. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291190
Date of Incident: 20080505
Vehicle: 2005 LEXUS GS430
Location of Incident: TAIWAN, 00
NHTSA Summary:

2005 LEXUS GS430,2008-05-05, IN THE HIGHWAY, THE ENGINE COMPUTER MALFUNCTION, I STEPPED ON BRAKES, BUT THE ACCELERATOR 100% CANNOT SWITCH OFF, HAS THE

DRIVING RECORD MATERIAL TO CONFIRM THAT (LEXUS PROVIDES FREEZE MATERIAL). HAS THE ANOTHER GS430 SAME ACCELERATOR IN THE SAME YEAR OUT OF CONTROL, THE DRIVING DEATH. TAIWAN DOES NOT HAVE THE UNIT TO BE WILLING TO CONFIRM THAT IS THE VEHICLES SLIGHT DEFECT, BECAUSE TOYOTA IN TAIWAN IS THE RICH COMPANY. DETAILED MATERIAL ON MINE HOMEPAGE: HTTP://LEXUS430.TW. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10227666
Date of Incident: 20080507
Vehicle: 2008 LEXUS RX350
Location of Incident: HOUSTON, TX
NHTSA Summary:
AS I PUT THE VEHICLE IN REVERSE, IT RAPIDLY AND SUDDENLY ACCELERATED OUT OF CONTROL AND HIT A LIGHT POST. TRYING TO REGAIN CONTROL, I PUT ON THE BRAKE AND SHIFTED TO DRIVE, WHERE IT SUDDENLY AND VERY RAPIDLY SPED FORWARD AND HIT A FENCE BEFORE I COULD STOP THE VEHICLE. WHEN THIS OCCURRED, THE COUPLE I WAS DINING WITH HEARD THE CAR BACKFIRE TWICE WHICH CAUGHT THEIR ATTENTION. I COULD NOT HEAR THE BACKFIRE INSIDE OF THE VEHICLE. THE ACCELERATION WAS EXTREMELY RAPID AND DANGEROUS. THE VEHICLE DID THIS ON ITS OWN. THIS IS NOT A CASE OF WHERE I ACCIDENTALLY HIT THE GAS PEDAL INSTEAD OF THE BRAKE. IN THIS PARTICULAR SITUATION, NO ONE WAS HURT, AND THE VEHICLE ONLY HAS MINOR SCRATCHES. HOWEVER, AS YOU MIGHT SURMISE, THIS COULD HAVE BEEN A POTENTIALLY DANGEROUS AND DEADLY SITUATION HAD SOMEONE BEEN IN THE PATH OF THE CAR. VEHICLE WAS BROUGHT TO WESTSIDE LEXUS TO CHECK ON 5 13 2008 THEY WERE UNABLE TO IDENTIFY THE PROBLEM AND SAID THE VEHICLE WAS SAFE TO DRIVE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10232871
Date of Incident: 20080521
Vehicle: 2003 LEXUS ES300
Location of Incident: TALLAHASSEE, FL
NHTSA Summary:
2003 LEXUS ES300 WITH UNEXPECTED ACCELERATION. CONSUMER STATES THAT THE VEHICLE WAS IN PARK AND ALL OF A SUDDEN JOLTED FORWARD. SHE STATES NO MATTER HOW HARD THE BRAKE WAS DEPRESSED IT KEPT ACCELERATING UNTIL IT HIT A BRICK COLUMN. *KB *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10232025
Date of Incident: 20080521
Vehicle: 2006 TOYOTA SIENNA
Location of Incident: PASADENA, MD
NHTSA Summary:
WE HAVE A TOYOTA 2006 THAT WILL INCREASE SURGES IN ENGINE SPEED WHEN STOOPPED WHICH HAS ALL MOST CAUSED THREE ACCIDENTS ONE GOING INTO A BUILDING, ALSO THE VEHICLE HESITATES WHEN THE ACCELATOR IS PRESSED ON START. WHEN SITTING IN TRAFFIC YOU HAVE TO HOLD YOUR FOOT ON THE BRAKE BECAUSE YOU WILL GET AN ENGINE SURGE WHICH RUNS THE RPM'S UP TO 5,000 THEN IT DROPS OFF. IT IS VERY DANGEROUSLY BECAUSE YOU DON'T KNOW WHEN IT WILL HAPPEN AND CONTROLLING THE VAN IS VERY UPPREDICTABLE.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293617
Date of Incident: 20080522
Vehicle: 2006 TOYOTA SCION XB
Location of Incident: SALEM, OR
NHTSA Summary:
I OWN A 2006 SCION XB AND APPROXIMATELY 1 YEAR AGO HAD THE ACCELERATED STICK TO THE FLOOR MAT AFTER ACCELERATING TO PASS ANOTHER VEHICLE. UPON PASSING I TOOK MY FOOT OFF THE ACCELERATOR AND THE CAR CONTINUED TO GAIN SPEED. THE GAS PEDAL GOT STUCK IN THE WINTER FLOOR MAT I HAD. IT REQUIRED ME TO USE MY FOOT AND PULL UP ON THE GAS PEDAL TO RELEASE IT. SINCE THEN I HAVE ALWAYS BEEN CAUTIOUS OF THIS AND HAVE NOT HAD ANOTHER PROBLEM. HOWEVER, AFTER READING ABOUT THE ISSUES WITH TOYOTA AND LEXUS I AM CONCERNED THAT THIS IS ALSO A PROBLEM WITH SCION VEHICLES. FELT I SHOULD REPORT THIS TO SOMEONE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10228799
Date of Incident: 20080523
Vehicle: 2007 TOYOTA 4RUNNER
Location of Incident: NASHVILLE, TN
NHTSA Summary:
I WAS WAITING IN LINE OF TRAFFIC TO PICK UP MY DAUGHTER AT SCHOOL. CAR WAS IN DRIVE. MY FOOT WAS FIRMLY ON THE BRAKE PEDAL. WHEN THE ENGINE SUDDENLY RACED AND THE CAR LURCHED FORWARD ABOUT 10 FEET. I STOMPED HARDER ON THE BRAKES AND THE CAR DID STOP, BUT AT NO TIME HAD MY FOOT EVER LEFT THE BRAKE PEDAL, AND WAS NOT EVEN REMOTELY TOUCHING THE GAS. AT FIRST I THOUGHT THE CAR HAD BEEN HIT FROM BEHIND, BUT WHEN THE INCIDENT WAS OVER, I REALIZED THAT WAS NOT THE CASE. MY WIFE OBSERVED THE INCIDENT FROM THE PASSENGER SEAT AND CONCURS THAT MY FOOT WAS ON THE BRAKE THE WHOLE TIME. SHE LATER CHECKED TO MAKE SURE THAT THE MAT HAD NOT SHIFTED TO PRESS ON THE GAS, BUT CONFIRMED THAT NOTHING WAS IN CONTACT, OR EVEN NEAR THE GAS PEDAL. MY WIFE TOOK THE CAR TO THE DEALER THE SAME DAY TO CHECK THE COMPUTER CODES, BUT NOTHING WAS RECORDED IN THE HISTORY. DEALER WAS UNABLE TO OBSERVE THE PHENOMENON. THE CHECK ENGINE LIGHT DID NOT COME ON. I PURCHASED THE CAR NEW IN OCTOBER 2007. MILEAGE AT THE TIME OF THE INCIDENT WAS 19,912. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10228916
Date of Incident: 20080523
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: LOS ANGELES, CA
NHTSA Summary:
05-23-2008 AT 5:35PM MY CAR WAS SEVERE DAMAGED B/C OF SA AT NEAR COMPLETED STOP IN THE PARKING SPACE-PARKING LOT OF PO 90027 DURING DAYLIGHT&NORMAL WEATHER COND.I AM AN ORIGINAL OWNER- 24,000MILES. AAA REPLACED BATTERY 04-17-08-CIRCUIT/AMPER RECORDED;ALL PARTS ARE ORIGINAL TOYOTA. THE PARKING LOT PO90027 IS NARROW U-TURN,WAS PARKING AT THE ENTRANCE. HALFWAY IN THE PARKING SPACE=2' BEFORE THE PARKING CONCRETE GUARD=HEARD A POP SOUND.CAR FLEW OVER THE PARKING GUARD&SIDEWALK CURB INTO THE BRICK WALL OF PO,RICOCHETED&STOPPED 1'AWAY. HEAVY WHITE SMOKE CAME OUT FROM THE HOOD AT THE WINDSHIELD, DEPLOYED AIRBAGS W/TERRIBLE HEAT,WINDSHIELD CRACKED AT THE AIRBAGS HEAT/TOUCH POINTS-A BURN SKIN ON MY LEFT ARM THROUGH 2THICK CLOTHING,ENGINE WAS RUNNING! PULL OUT KEY,GOT OUT FROM CAR B/C EXPECTED EXPOSION/FIRE.INSTANTLY 2POSTAL EMPL.CAME OUT TO HELP,CHECKED PO BRICK WALL,ASKED MY NAME-HANDLED THEM MY PARCEL W/PREPAID POSTAGE-NAME/ADDRESS KILLING ATTEMPT WAS TOTAL 5-6'-NOT ENOUGH FOR THE FATAL FORCE.MY FOOT WAS PRESSING PARKING PEDAL,ALREADY W/UNBUCKLED SEATBELT-MY RIGHT KNEE HAS ONLY A BUMP-NOT FRACTURED. 20'LATER MY CAR HALF SITTING ON THE SIDEWALK-SMOKE IS GONE, SML LEAK UNDER HOOD/RADIATOR? STARTED CAR,W/WITHNESS SLOWLY REVERSED IT FRM SIDEWALK/GUARD-CAR WAS CONROLLED FINE DESPITE OF DEPLOYED AIRBAGS-PUSHED WIPERS/WASHER,DROVE BACK HOME/UNDERGROUND GARAGE-1 MILE W/2-3 STOPS. RECALLED THAT A WEEK AGO HAD SA W/OUT PRESSING PEDAL,HAPPENED ON SUNSET BLVD.GOT SURPRISED W/HIGH SPEED SO SLOW DOWN. BOTH TIMES THE DISTANCE BEFORE SA WAS 1MILE FRM THE START,TIME-5MIN.THIS IS ENGINE CONTROL MALFUNCTION.05-24-08 AT 4 PM WENT TO HOLLYWOOD TOYOTA-ASKED FOR SERVICE PERSON IN CHARGE-REFERRED TO PATRICK EARLIER RCVD TOYOTA GEL NOTICE W/MY VN,WAS TOLD BY PATRICK TO HAVE THE BODY FIXED FIRST.AFTER THE BODYJOB BRING MY CAR FOR THE ENGINE CHECK $99/HOURLY. PLS HELP TO FULLY INVESTIGATE THIS ACCIDENT-LIVE IN LA W/HEAVY TRAFFIC THANKS GOD DID NOT KILL ANYBODY THANK YOU FOR YOUR COOPERATION. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10287377
Date of Incident: 20080524
Vehicle: 2007 TOYOTA 4RUNNER
Location of Incident: ALPHARETTA, GA
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA 4RUNNER. WHILE DRIVING 40 MPH THE ACCELERATOR PEDAL WAS STUCK TO THE FLOOR WHICH CAUSED THE VEHICLE TO ACCELERATE OVER 120 MPH DURING RUSH HOUR. THE DEALER HAS MADE FOUR ATTEMPTS TO REPAIR THE VEHICLE. THE FIRST THREE ATTEMPTS THE VEHICLE WAS REPAIRED PER THE WARRANTY. THE FOURTH REPAIR IS NOT ELIGIBLE UNDER THE WARRANTY. THE DEALER HAS ATTEMPTED TO DIAGNOSE THE FAILURE FOR ONE WEEK. THE CONTACT HAS TAKEN THE FLOOR MATS OUT OF THE VEHICLE AND THE FAILURE HAS CONTINUED TO OCCUR. THE FAILURE MILEAGE WAS 20,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20080530
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: MINNEAPOLIS, MN
NHTSA Summary:
Additional Summary:

I had a motor vehicle accident on May 30, 2008 in the city of Minneapolis when my 2006 Toyota Camry suddenly surged and took off on me when I was barely pressing the gas pedal in a driveway. I had no time to react and went airborn off a retaining wall lan

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Toyota ID No:
NHTSA ODI No: 10230304
Date of Incident: 20080605
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PITTSBURG, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. WHILE BACKING INTO A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED AND CAUSED THE CONTACT TO CRASH INTO ANOTHER VEHICLE. HE ATTEMPTED TO APPLY THE BRAKES, BUT THE VEHICLE WOULD NOT STOP. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED FROM THE SCENE TO A LOCAL REPAIR SHOP AND IS ONLY BEING REPAIRED FOR BODY DAMAGE. THE FAILURE HAS OCCURRED APPROXIMATELY TEN TIMES. THE SPEED WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 20,000. UPDATED 07/16/08 *LJ
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10231642
Date of Incident: 20080617
Vehicle: 2005 SCION XB
Location of Incident: SUMMERVILLE, SC
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA SCION XB. WHILE DRIVING 25 MPH, THE CONTACT ATTEMPTED TO ACCELERATE AND THE ACCELERATOR PEDAL STUCK TO THE FLOOR. AS A RESULT, THE CONTACT REAR ENDED ANOTHER VEHICLE. AFTER THE CRASH, THE PEDAL WAS STILL STUCK TO THE FLOOR, EVEN WHEN THE VEHICLE WAS TURNED OFF. THERE WERE NO INJURIES. THE VEHICLE IS CURRENTLY BEING DIAGNOSED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 89,700.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10232382
Date of Incident: 20080620
Vehicle: 2006 LEXUS GS300
Location of Incident: CHESTER TOWN, NY
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 LEXUS GS300. WHILE BACKING UP OUT OF A PARKING SPACE, THE CONTACT SHIFTED INTO DRIVE. HE DEPRESSED THE ACCELERATOR PEDAL AND IT EXTENDED TO THE FLOOR AND BECAME STUCK. HE THEN DEPRESSED THE BRAKE PEDAL, HOWEVER, THE VEHICLE CONTINUED TO MOVE BECAUSE THE ACCELERATOR PEDAL WAS STUCK. THE CONTACT CRASHED THROUGH THE FRONT GLASS WINDOW OF A STORE. THE CONTACT AND POSSIBLY ONE OCCUPANT IN THE STORE WERE INJURED. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO VIELE'S AUTOMOTIVE SHOP UNTIL IT CAN BE TOWED TO THE REPAIR SHOP. THE VEHICLE HAS NOT BEEN REPAIRED. THE VIN AND SPEED WERE UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 30,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20080700
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: MOOSIC, PA
NHTSA Summary:
Additional Summary: I am an owner of a 2003 Toyota Camry LE. I too am a victim of the accelerator sticking in my vehicle. I am writing to tell you of my story:
I bought my car used in 2004. I never had a problem with the car. It ran great from the day I drove it home and I loved it.
Then one day in July 2008 it happened. I am the mom of 2 beautiful children, my daughter is now 9 1/2 and my son is 6. I was taking my daughter and her friend to Basketball Camp. I had my 2 children and my friend's daughter in the back seat of my car. We pulled into the parking lot of the Taylor Community Center and it happened. As I pulled into the parking spot, my accelerator stuck and the car surged forward and hit a light pole, so hard. There was a woman who witnessed my accident and I was so thankful that someone had actually seen what had just happened. I thought to my self, they are not going to believe me when I tell them what just happened. My entire body was trembling. I was never so scared in my life. It was like I had no control over what the car was doing. I worried about the children because we hit that pole with such force, I was really afraid someone would be hurt. But luckily no one was injured. The witness told police that she saw my brake lights come on and the entire front of the car lifted off the pavement and struck the pole. The pole was hit so hard that it swung back & forth causing the light to come smashing down on the roof of my car, crushing it and leaving puncture holes in the metal. I had my car taken to Toyota Scion after the police report was taken and we knew no one had been injured. They insisted to me that they could NOT duplicate the problem. I actually argued with them and refused to take my vehicle back until they did duplicate the problem. My car was left there for several days. The problem was NEVER found. I drive with my children in the car everyday. What if next time I wasn't so lucky. That family that went over the embankment is a nightmare to me. Everyday driving my car, afraid of will it happen again. I filed a complaint with the state and my husband contacted the number for Toyota and nothing was ever done. Now, all these other incidents are happening and my car is STILL not being recalled. The woman who witnessed my accident told me I was crazy if I didn't file something. She told me to put her name down, she would tell them exactly what happened. Nothing was ever done and here I am, still driving my car, hoping that I never have to go through that terrible experience again.
My accident was most definitely NOT caused by any mats. There was nothing around my gas pedal. The police officer who took my report asked me if there was anything on the floor that could have caused the accelerator to stick and I assured him that there was not but he could examine the car. He checked my car and nothing was found.
Well, thank you for reading this. I just wanted to tell my story. It is something I will NEVER forget and most definitely one of the scariest experiences I have had in my life. I cannot even imagine if it happened on a highway.

Toyota ID No:
NHTSA ODI No: 10294281
Date of Incident: 20080701
Vehicle: 2006 TOYOTA SCION XB
Location of Incident: SEATTLE, WA
NHTSA Summary:
WE WERE DRIVING DOWN A SEATTLE BOULEVARD AT ABOUT 40 MILES AN HOUR ON THE WAY TO THE AIRPORT WHEN I PUT MY FOOT ON THE BRAKE PEDAL TO STOP FOR A RED LIGHT. INSTEAD OF SLOWING, THE ENGINE SPED UP. I MANAGED TO GET THE CAR TO STOP BY STOMPING ON THE BRAKE, BUT AT FULL STOP THE ENGINE STARTED REVVING TOWARD 5000 RPM. THE CAR WAS STRAINING FORWARD, AND THE ONLY WAY TO SOLVE THE PROBLEM WAS TO TURN OFF THE IGNITION. ON RESTARTING THE CAR, THE PROBLEM WENT AWAY. I CALLED THE DEALER, WHOSE SERVICE FOLKS SAID THERE WERE NO SERVICE NOTICES ABOUT THE ISSUE. THE NEXT TIME I TOOK THE CAR IN, THERE WERE NO ERROR CODES IN THE ELECTRONICS. THERE HASNT BEEN A RECURRENCE, BUT THE INCIDENT WAS MORE THAN UNSETTLING. IT WAS DOWNRIGHT SCARY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10235290
Date of Incident: 20080703
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: BEACH HAVEN, NJ
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE COASTING AROUND A CORNER AT 5 MPH, THE VEHICLE SUDDENLY BEGAN ACCELERATING ON ITS OWN. THE CONTACT APPLIED THE BRAKES, BUT THE VEHICLE DID NOT RESPOND. THE VEHICLE REAR ENDED THE PRECEDING VEHICLE. THERE WERE NO INJURIES. FIVE DAYS PRIOR TO THE FAILURE, WHILE DRIVING 25 MPH, THE CRUISE CONTROL ENGAGED BY ITSELF. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 30,100.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10235855
Date of Incident: 20080720
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: ROCKAWAY, NJ
NHTSA Summary:
WIFE TURNED INTO OUR DRIVEWAY WHICH SLOPES DOWN (10 - 20 DEGREES) AS SHE HAS BEEN DOING FOR THE LAST 20+ YEARS WITH HER FOOT ON THE BRAKE. THE PAVEMENT WAS DRY. THE BRAKES FAILED TO STOPPED THE CAR. SHE VEERED LEFT TO AVOID GOING OVER A 20 FOOT EMBANKMENT AT THE END OF OUR DRIVEWAY AND CRASHED INTO A STONE WALL. BASED ON THE ANGLE OF IMPACT THE CAR ROLLED OVER ONTO ITS ROOF. AIR BAGS DID NOT INFLATE. MY WIFE REMAINED SUSPENDED BY THE SEAT BELT UPSIDE DOWN UNTIL EMERGENCY FORCES ARRIVED. SHE SUSTAINED MULTIPLE BRUISES AND CHEST PAINS ATTRIBUTED TO THE SEAT BELT. IF SHE HAD GONE OVER THE EMBANKMENT ONLY GOD KNOWS WHAT THE EXTENT OF HER INJURIES WOULD HAVE BEEN. NEW TIRES HAD BEEN INSTALLED ON THE CAR (FRONT WHEELS) DURING JUNE 2008 AT WHICH TIME THE FRONT BRAKES WERE ALSO CHECKED FOR WEAR BY AN AUTO MECHANIC. THE CAR WAS "TOTALED" AS A RESULT OF THE ACCIDENT. SUBSEQUENTLY I CHECKED THE BRAKE FLUID IN THE CAR (AFTER THE ACCIDENT). THE BRAKE CYLINDER WAS FULL. FURTHER, THE TOYOTA CAMRY IS EQUIPPED WITH BRAKE WEAR INDICATORS. NO INDICATION (SOUND) OF EXCESS WEAR WAS GIVEN PRIOR TO THE ACCIDENT. MY WIFE IS ADAMANT SHE HAD HER FOOT ON THE BRAKE PEDAL. I SURMISE TWO THINGS COULD HAVE HAPPENED. 1. THE BRAKES FAILED COMPLETELY AND GRAVITY ACCELERATION DOWN THE DRIVEWAY CONTRIBUTED TO THE CAR'S SPEED AND SUBSEQUENT IMPACT, OR 2. THE CAR SURGED DUE TO A FAILURE OF THE ELECTRONIC THROTTLE CONTROL (ETC) IN WHICH APPLICATION OF THE BRAKES WAS INADEQUATE TO STOPPED THE CAR. BASED ON PRIOR NHTSA COMPLAINTS/ACTIONS (REF NHTSA ACTION NUMBERS PE04021; DP05002; AND DP06003) AND THE SIMILARITY OF CIRCUMSTANCES, I BELIEVE THE ETC FAILED. I RECOMMEND THE NHTSA AND TOYOTA TAKE ACTION TO REMEDY THIS UNSAFE SITUATION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10236769
Date of Incident: 20080801
Vehicle: 2004 LEXUS ES330
Location of Incident: SMYRNA, GA
NHTSA Summary:
THE CAR DOESN'T GO WHEN YOU HIT THE GAS. ALSO WHEN AT LOW SPEEDS IT WILL JUMP LIKE ITS ACCELERATING WITHOUT ME HITTING THE GAS. LEXUS ADMITS THE ISSUE EXISTS AND SAY NOTHING IS WRONG. THEY SAY IT IS A SIDE EFFECT OF THE DRIVE BY WIRE TRANSMISSION. THIS HAS AND WILL CAUSE MORE ACCIDENTS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290799
Date of Incident: 20080802
Vehicle: 2005 TOYOTA 4RUNNER
Location of Incident: OXNARD, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2005 TOYOTA 4RUNNER. WHILE DRIVING WITH THE CRUISE CONTROL SWITCH ACTIVATED AT 65 MPH SHE APPLIED PRESSURE TO THE BRAKE PEDAL TO DEACTIVATE THE CRUISE CONTROL. THE CRUISE CONTROL WOULD NOT DEACTIVATE. AS A CONSEQUENCE THE VEHICLE CONTINUED TO ACCELERATE PAST THE INTENDED SPEED. UPON FURTHER INSPECTION SHE NOTICED THAT THE ACCELERATOR PEDAL WAS STICKING. SHE NOTICED THAT THERE WAS NOT A FLOOR-MAT INTERFERENCE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE TECHNICIANS DID NOT PROVIDE HER WITH ANY ASSISTANCE. NO REPAIRS HAVE BEEN MADE. THE FAILURE MILEAGE WAS 48675.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10237993
Date of Incident: 20080806
Vehicle: 2005 LEXUS ES330
Location of Incident: ARLETA, CA
NHTSA Summary:
ON AUGUST 6, 2008, I WAS DRIVING HOME, WHEN I WAS MAYBE A FEW MINUTES FROM MY HOUSE, COMING TO A COMPLETE STOP, WHEN ATTEMPTING TO MAKE A RIGHT TURN, THE CAR ACCELERATED ON ITS OWN TO ALMOST 100MPH, WHERE THE STEERING WHEEL LOCKED AND THE BRAKING SYSTEM STOPPED, THE RESULT WAS THAT THE VEHICLE CROSSED OVER FOUR LANES JUMPED A CURB AND I ENDED UP CRASHING INTO A NEARBY HOUSE. I SPENT DAYS IN THE HOSPITAL, AND NOW I HAVE A FRACTURED KNEE, BROKEN THUMB, AND MAY CUTS AND BRUISES. THIS WAS THE MOST FRIGHTENING EXPERIENCE OF MY LIFE, AND AFTER DOING SOME RESEARCH, I AM NOT THE ONLY ONE. SOMETHING MUST BE DONE ABOUT THIS, PEOPLE'S LIVES ARE AT RISK!!! *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294035
Date of Incident: 20080808
Vehicle: 2003 TOYOTA HIGHLANDER
Location of Incident: KEARSARGE, NH
NHTSA Summary:

TL* THE CONTACT OWNS A 2003 TOYOTA HIGHLANDER. WHILE DRIVING 45 MPH THE ACCELERATOR PEDAL BECAME STUCK. HE DOWN-SHIFTED, THEN SHIFTED THE VEHICLE INTO NEUTRAL, AND THEN APPLIED THE BRAKES. HE WAS ABLE TO STOP THE VEHICLE. DURING THE FAILURE, THE FLOOR MAT WAS NOT UNDER THE PEDAL. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. THE TECHNICIAN STATED THAT THE THROTTLE WAS OPEN, WHICH COULD AFFECT THE SPEED. HOWEVER THE DEALER COULD NOT DUPLICATE THE PROBLEM OR LOCATE ANY DIAGNOSTIC ERROR CODES. THE FAILURE MILEAGE WAS 82,467.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10239089
Date of Incident: 20080815
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SAINT JOHNS, FL
NHTSA Summary:
MY WIFE WAS PULLING INTO OUR DAUGHTERS DAYCARE TO DROP HER OFF AS SHE DOES EVERY MORNING AND WHILE PULLING INTO THE PARKING SPOT AND WHEN APPLYING THE BRAKE THE VEHICLE SURGED FORWARD AT A HIGH THROTTLE SPEED JUMPED THE CURB AND WENT CRASHING INTO THE BUILDING. EVEN PUMPING THE BRAKES DIDN'T STOP THE CAR. THE ONLY WAY TO GET THE VEHICLE TO STOP GOING FORWARD WAS TO JAM THE GEAR SELECTOR INTO REVERSE AND THEN THE VEHICLE WENT BACKWARDS AT A HIGH RATE OF SPEED (BRAKES STILL DIDN'T WORK) AND THEN HAD TO JAM THE GEAR SELECTOR TO PARK TO STOP THE VEHICLE. UPDATE AS OF TODAY, OUR VEHICLE IS CURRENTLY AT A TOYOTA DEALERSHIP AND SERVICE CENTER AND THE SERVICE MANAGER SAID THERE IS NO PROBLEM WITH THE BRAKES, AND WE ARE SCARED OF THE THROUGH OF DRIVING THIS VEHICLE AGAIN. IT SEEMS TO BE A ELECTRONIC ISSUE AND CONNECTED TO THE SPEED CONTROL. I HAVE FOUND A MESSAGE BOARD ON THE INTERNET WHERE 97 OTHER SIMILAR INCIDENTS HAVE BEEN REPORTED. AND TOYOTA DOES A RECALL ON THE FLOOR MATS? HMM I SMELL A COVERUP AND A POSSIBLE CLASS ACTION LAWSUIT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10282325
Date of Incident: 20080815
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SAN DIEGO, CA
NHTSA Summary:
I BACKED OUT OF MY DRIVEWAY, AND WHILE STEPPING ON THE BRAKE, PREPARING TO SHIFT TO DRIVE, THE VEHICLE SUDDENLY ACCELERATED AND THE CAR BACKED AT HIGH SPEED INTO MY NEIGHBOR'S DRIVEWAY, AND WOULD ONLY STOP AFTER CRASHING INTO A BRICK WALL. THE CAR WAS TOWED TO A BODY REPAIR COMPANY, AND WAS REPAIRED AT GREAT COST. TOYOTA INSPECTED IT AND FOUND NO DEFECT. SINCE THEN THE CAR HAS STARTED ACCELERATING SEVERAL TIMES, WHEN MY FOOT WAS NOT ON THE GAS PEDAL. BUT I WAS ABLE TO SLOW IT DOWN. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10239944
Date of Incident: 20080822
Vehicle: 2007 TOYOTA COROLLA

Location of Incident: KIRKLAND, WA
NHTSA Summary:
I WAS DRIVING COMING FROM MY SISTER IN LAWS HOUSE AT GRANDVIEW, WASHINGTON LEAVING AROUND 7:40 AM HEADING HOME TO SEATTLE GOING WEST TO INTERSTATE-82 ON FRIDAY, AUGUST 22, 2008 WITH MY THREE KIDS. I WAS USING MY CRUISE CONTROL AND STAYED ON THE LEFT LANE FOR ABOUT 20 TO 30 MINUTES. WE JUST LEFT YAKIMA CITY AND HEADED TO THE FRED REDMON MEMORIAL BRIDGE AT AROUND 8:30 AM GOING UP HILL, IN WHICH I SAW TWO TRACTOR-TRAILER FAR IN ADVANCE AND BOTH WERE DRIVING ON THE RIGHT LANE. THE LEFT LANE WAS OPEN AS I DROVE IN TO THE BRIDGE BUT THEN THE OTHER TRACTOR-TRAILER MADE A CHANGE TO GO TO THE LEFT LANE. I WAS PROBABLY 50 FEET AWAY WHEN THE OTHER TRACTOR-TRAILER MADE THE CHANGE TO THE LEFT LANE. I WAS CRUISING ABOUT 50 TO 60 MPH IN WHICH I HAVE TO PUT MY RIGHT FOOT ON THE BRAKE PEDAL. AT FIRST, I THOUGHT I STEP ON MY GAS PEDAL BECAUSE THE CAR DID NOT SLOWDOWN A BIT. I PRESSED THE BUTTON TO TURN OFF THE CRUISE CONTROL AND HIT THE FOOT BRAKE AGAIN AND AGAIN. I THEN REALIZED THAT MY BRAKES DID NOT WORK. AS I WAS GETTING TOO CLOSED TO THE LEFT LANE TRUCK, I PANICKED AND MADE A CHANGE TO GO TO RIGHT AND REAR-ENDED THE VOLVO TRACTOR-TRAILER. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10240599
Date of Incident: 20080826
Vehicle: 2006 LEXUS ES330
Location of Incident: CHICAGO, IL
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 LEXUS ES330. WHILE MERGING INTO THE RIGHT LANE AT APPROXIMATELY 25 MPH, THE VEHICLE SUDDENLY ACCELERATED. THE CONTACT WAS UNABLE TO BRAKE AND STRUCK A PEDESTRIAN. THE PEDESTRIAN DIED DUE TO INJURIES. THE CONTACT ALSO REAR ENDED TWO OTHER VEHICLES AND DROVE THROUGH A FENCE. THE VEHICLE CAME TO A STOP WHEN IT CRASHED INTO A GUARD RAIL. THE MANUFACTURER STATED THAT THE CAUSE OF THE FAILURE COULD HAVE BEEN THE FLOORMAT. THE INSURANCE COMPANY CLAIMED THAT THE VEHICLE WAS DESTROYED. THE CONTACT RECEIVED INJURIES TO HER BACK, NECK, AND LEG. TWO OTHERS WERE ALSO INJURED. STATE POLICE REPORT NUMBER 5271887 WAS FILED. THE FAILURE AND CURRENT MILEAGES WERE 26,286.; "When I started applying my brake, it got faster. It was like possessed. runaway. All I could see is red lights." said Willette
Green. Green recalls that horrifying day on August 28, 2008 when she says she thought she was going to die. She says her 2006 Lexus ES 330 wouldn't stop as she was exiting the ramp on 22nd Street in Chicago. "I plowed through 22nd Street and there were pedestrians...there was a newspaper guy there. I plowed through there and went through fences. I ended up on the guardrail and I just knew it was over with for me." said Green. Green survived with minor injuries but a pan handler was killed. Green was ticketed for hitting a pedestrian and cited for driving too fast and failure to reduce speed to
avoid an accident. Green says her insurance company Allstate and Toyota inspected the car and found nothing wrong. But a letter from Toyota dated September 18, 2008 stated it is possible that the floor mat was not properly secured and could have interfered with the brake and throttle operation. Green says she knew it was something else and filed reports with the National Highway Traffic Safety Administration."
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10241371
Date of Incident: 20080904
Vehicle: 2004 TOYOTA CAMRY

Location of Incident: ALISO VIEJP, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE DRIVING 2 MPH, THE VEHICLE SUDDENLY LUNGED FORWARD WHEN THE BRAKE PEDAL WAS DEPRESSED. THE VEHICLE CRASHED INTO THE CURB AND A WALL. THE VEHICLE WAS MODERATELY DAMAGED. THE CONTACT CALLED THE MANUFACTURER AND IS WAITING TO HAVE THE VEHICLE INSPECTED TO DETERMINE THE CAUSE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 40,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290958
Date of Incident: 20080915
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: CHICAGO, IL
NHTSA Summary:
JULY 2008 I WAS DRIVING MY 2005 TOYOTA SIENNA I WAS ON THE RAMP TO ENTER THE HIGHWAY DOING 35MPH WHEN MY CAR SUDDENLY JUMPED TO 75MPH WITHOUT ME TOUCHING THE GAS PEDAL. I STAYED CALM BECAUSE MY KIDS WERE IN THE CAR WITH AND I DIDN'T WANT TO SCARE THEM. THANK GOD I JUMPED IN THE NEXT LANE WHERE WERE NOT TO MANY CARS AND JUST PRESSED THE BRAKE PEDAL HARD THANK GOD THE CAR SLOWED DOWN. I KNEW SOMETHING WAS WRONG WITH THE CAR. I TOOK TO THE MECHANIC HE FOUND NOTHING OUT OF PLACE . IT LATER HAPPENED AGAIN MAYBE TWO WEEKS LATE THIS TIME I WAS ON CITY STREETS AND DID THE BASICALLY THE SAME THING AS BEFORE. I RECENTLY SAW REPORTS AND I WAS NOT ALONE AND WAS SOMETHING VERY WRONG WITH THE TOYOTA SYSTEM. PLEASE DO SOMETHING BEFORE ANY MORE PEOPLE GET HURT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10243508
Date of Incident: 20080921
Vehicle: 2008 LEXUS RX400H
Location of Incident: ADA, MI
NHTSA Summary:
UNPROVOKED VEHICLE ACCELERATION WHILE PARKING, CAUSING VEHICLE TO JUMP A CURB, HIT A TREE AND LAND ON THE HOOD OF A VEHICLE PARKED ACROSS FROM THE SUBJECT PARKING SPACE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10244204
Date of Incident: 20081001
Vehicle: 2004 LEXUS IS300
Location of Incident: MADISON, AL
NHTSA Summary:
CAR FAILED TO STOP AT A RED LIGHT UNDER NORMAL BRAKING BECAUSE ENGINE FAILED TO DECELERATE WHEN PRESSURE WAS REMOVED FROM THE PEDAL. MAXIMUM FORCE WAS APPLIED TO THE BRAKE PEDAL. THE BRAKE ANTI LOCK FEATURE WAS ACTIVATED AND A COLLISION WITH THE STOPPED CAR AHEAD WAS BARELY AVERTED. WHEN STOPPED, THE ENGINE REVERTED TO NORMAL IDLE. THE PROBLEM DID NOT RECUR. EXAMINATION BY A MECHANIC AT THE DEALERS SHOP FAILED TO IDENTIFY A

COMPUTER FAULT OR OTHER CAUSE. THE CAR WAS RETURNED WITHOUT REPAIR. I AM NOT SATISFIED THAT A STUCK THROTTLE IS NOT A REPAIRABLE OR ABNORMAL CONDITION. IT SEEMS TO ME BE HIGHLY DANGEROUS AND MERITS MORE THAN A "WELL, IT S WORKING NOW SO COME BACK WHEN IF IT HAPPENS AGAIN " SORT OF RESPONSE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290923
Date of Incident: 20081001
Vehicle: 2008 TOYOTA YARIS
Location of Incident: NIAGARA FALLS, NY
NHTSA Summary:
TL* THE CONTACT OWNS A 2008 TOYOTA YARIS. AFTER SHIFTING INTO NEUTRAL GEAR AND EXITING THE CAR WASH, THE VEHICLE ACCELERATED WITHOUT WARNING. AS A CONSEQUENCE HE CRASHED INTO A FENCE. THE FRONT END OF THE VEHICLE AND THE WINDSHIELD WERE DAMAGED. THERE WERE NO INJURIES. HIS LICENSE WAS SUSPENDED, AND HIS INSURANCE INCREASE TWICE THE AMOUNT BECAUSE OF THE CRASH. THE VEHICLE WAS REPAIRED. REPORT NUMBER GTFBT92388401716I WAS FILED WITH THE MANUFACTURER. AN AUTHORIZED INVESTIGATOR INSPECTED THE FAILURE AND CONCLUDED THAT NOTHING WAS WRONG WITH THE VEHICLE. THE FAILURE MILEAGE WAS 3,500 AND THE CURRENT MILEAGE WAS 6,000. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE. UPDATED 11/23/09. *LJ
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10245542
Date of Incident: 20081012
Vehicle: 2008 TOYOTA RAV4
Location of Incident: GURNEE, IL
NHTSA Summary:
WAS GOING THROUGH A DRIVE THROUGH CARWASH, AUTO IN NEUTRAL. REACHED THE END, PUT FOOT ON BRAKE, PUT AUTO INTO DRIVE. THE VEHICLE ACCELERATED ON IT'S OWN, GOING STRAIGHT OUT OF THE END OF THE CARWASH. HAD THE BRAKES ON BUT THEY DIDN'T STOP THE VEHICLE. TURNED THE CAR TO MISS A TELEPHONE POLE AND WENT OUT INTO 4-LANE HWY., CRASHING INTO ANOTHER VEHICLE, STOPPING MY VEHICLE FINALLY. VEHICLE WOULD NOT STOP AT ALL. THE VEHICLE WAS TOWED TO OUR INS. CO. REPAIR/ESTIMATE SHOP. DO NOT HAVE A CAUSE FOR THE PROBLEM AS YET, STILL UNDER INVESTIGATION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290892
Date of Incident: 20081015
Vehicle: 2002 TOYOTA SIENNA
Location of Incident: CHERRY HILL, NJ
NHTSA Summary:
WHILE APPROACHING A STOP SIGN INTERSECTION, CAR ACCELERATED AND CRASHED INTO ANOTHER. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293002
Date of Incident: 20081017
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: RICHMOND (HENRICO), VA
NHTSA Summary:
SUDDEN ACCELERATION WITHOUT WARNING. 2003 TOYOTA CAMRY XLE. FOUR INCIDENTS TO DATE: WHILE DRIVING CAR IT BEGAN TO ACCELERATE RAPIDLY WITHOUT WARNING. TAKING FOOT OFF ACCELERATOR AND PUTTING ONTO BRAKE DID NOT GET THE CAR SLOWED DOWN. HAD TO CUT OFF IGNITION AT THE KEY SWITCH. THE ONLY THING IN COMMON WAS THAT EACH TIME THIS OCCURRED IT HAD BEEN EITHER DAMP, MISTY, RAINING OR RAINING HARD. THIS IS NOT AN ACCELERATOR PEDAL/FLOOR MAT PROBLEM. IT IS A THROTTLE PROBLEM! OUR FLOOR MAT WAS LOCKED DOWN AND DID NOT GET NEAR THE ACCELERATOR PEDAL BUT WE REMOVED THE FLOOR MAT ANYWAY. INCIDENTS AS FOLLOWS. 24 JULY 2008 - TRAVELING TO ROANOKE VA SOUTH ON I-81. FEMALE OWNER DRIVING. CRUISE CONTROL ON. DAYTIME. RAINING GENTLY. CAR MADE A ROARING SOUND (LIKE REVVING THE MOTOR WHILE IN NEUTRAL) AND SUDDENLY INCREASED SPEED RAPIDLY. WE GOT THE CAR STOPPED WITHOUT AN ACCIDENT. 28 AUG 2008- TRAVELING TO ROANOKE VA SOUTH ON I-81. FEMALE OWNER DRIVING. CRUISE CONTROL ON. NIGHT. RAINING VERY HARD. CAR SUDDENLY MADE THE ROARING SOUND AND THE CAR ACCELERATED RAPIDLY. WE GOT THE CAR STOPPED WITHOUT AN ACCIDENT. 17 OCT 2008 - ON A CITY STREET IN LYNCHBURG VA. MALE OWNER DRIVING. CRUISE CONTROL OFF. DAYTIME. HAD BEEN RAINING HARD ALL DAY. DRIVING SLOWLY IN HEAVY TRAFFIC. CAR MADE ROARING SOUND AND ACCELERATED RAPIDLY. CAR HIT VEHICLE IN FRONT OF IT. NO SERIOUS DAMAGE. 14 OCT 2009- TRAVELING ON CITY STREET IN HENRICO VA. MALE OWNER DRIVING. CRUISE CONTROL OFF. SLOWING DOWN TO MAKE A LEFT TURN. MORNING AND JUST STARTING A MISTY RAIN. CAR MADE ROARING SOUND AND CAR ACCELERATED RAPIDLY. NO ACCIDENT. MCGEORGE TOYOTA, BROAD ST., HENRICO(RICHMOND)VA HAS MADE EVERY EFFORT THEY KNOW TO TRY TO FIND OUT WHAT CAUSED THESE INCIDENTS, WITHOUT RESULTS. THEY KEPT THE CAR AND DROVE IT IN GOOD AND RAINY WEATHER AND DID NOT DUPLICATE THE PROBLEM. THEY CALLED THE ENGINEERS IN CALIFORNIA WHO DON'T HAVE ANSWERS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293074
Date of Incident: 20081017
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: RICHMOND(HENRICO), VA
NHTSA Summary:
THIS MORNING I FILED A SAFETY COMPLAINT ABOUT MY 2003 TOYOTA CAMRY XLE DUE TO THE SUDDEN ACCELERATION WITHOUT WARNING PROBLEM. AT THAT TIME I GAVE INCORRECT FAILURE MILEAGE AS 50,000 MILES. WHEN I CHECKED MY RECORDS OF MILEAGE AT GAS FILL UPS I FOUND THE FOLLOWING: 24 JULY 2008: MILEAGE AT TIME OF INCIDENT WAS BETWEEN 58026 AND 58444. 28 AUG 2008: MILEAGE WAS BETWEEN 59090 AND 59463. 17 OCT 2008: MILEAGE WAS BETWEEN 60257 AND 60540. MILEAGE AT TIME OF ACCIDENT WAS APPROXIMATELY 60399. 14 OCT 2009: MILEAGE WAS BETWEEN 64205 AND 64532. THAT IS AS CLOSE AS I CAN PIN DOWN THE FAILURE MILEAGE. I USED THE 10/17/2008 DATE FOR APPROX. INCIDENT DATE BECAUSE THAT WAS THE ONE TIME THAT OUR CAR HIT THE VEHICLE IN FRONT OF US. THE OTHER THREE TIMES WE DID NOT HAVE AN ACCIDENT. I TRUST YOU CAN PUT THIS INFORMATION WITH THE REPORT I FILED THIS MORNING. NOTE: MY E-MAIL ADDRESS MAY CHANGE WITHIN THE NEXT WEEK OR

SO AS I AM PLANNING ON HOOKING UP TO HIGH SPEED INTERNET ACCESS. THANK YOU FOR YOUR ATTENTION TO THIS MATTER. *TR CHARLES & ALGENE ASHWORTH
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10260430
Date of Incident: 20081017
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: PLEASANT PRAIRIE, WI
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE DRIVING APPROXIMATELY 35 MPH, THE CONTACT DEPRESSED THE ACCELERATOR PEDAL LIGHTLY AND THE VEHICLE ACCELERATED ABNORMALLY. THREE MONTHS LATER, THE FAILURE RECURRED AND THE CONTACT CRASHED INTO ANOTHER VEHICLE. THE VEHICLE SUSTAINED MODERATE DAMAGE, BUT THERE WERE NO INJURIES. A POLICE REPORT WAS FILED. THE DEALER STATED THAT THE SENSOR ON THE ACCELERATOR PEDAL WAS THE CAUSE OF THE FAILURE. THE SENSOR WAS REPLACED. THE MANUFACTURER OFFERED A VERBAL APOLOGY, BUT NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 54,000 AND CURRENT MILEAGE WAS 63,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293584
Date of Incident: 20081111
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: QUEENSBURY, NY
NHTSA Summary:
TL* THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE MAKING A RIGHT TURN THE VEHICLE ACCELERATED AND CRASHED INTO A VEHICLE. HE WAS FORCED TO TURN THE ENGINE OFF TO STOP VEHICLE FROM ACCELERATING. HE WAS TREATED AT AN EMERGENCY ROOM FOR INJURIES TO THE BACK, HEAD, AND AROUND THE CHEST/SHOULDER AREA. THE VEHICLE WAS SEVERELY DAMAGED. THE CURRENT MILEAGE WAS UNKNOWN. THE FAILURE MILEAGE WAS 49,604
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10256808
Date of Incident: 20081119
Vehicle: 2008 TOYOTA COROLLA
Location of Incident: SARASOTA, FL
NHTSA Summary:
2008 TOYOTA COROLLA ACCELERATED WHILE THE DRIVER STILL HAD HIS FOOT ON THE BRAKE. *NJ THE CONSUMER STATED THE VEHICLE ACCELERATED BACKWARDS AT A SPEED OF 100 MPH. THE VEHICLE WAS TOTALED.*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10249647
Date of Incident: 20081119
Vehicle: 2007 TOYOTA HIGHLANDER
Location of Incident: RESTON, VA

NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA HIGHLANDER. WHILE DRIVING 5 MPH, THE VEHICLE SUDDENLY ACCELERATED, STRUCK A CURB, CROSSED THE MEDIAN, AND CRASHED INTO THREE PARKED VEHICLES. THERE WERE NO INJURIES. THE AIR BAGS FAILED TO DEPLOY. THE FRONT PASSENGER SIDE BUMPER AND DRIVERS SIDE OF THE VEHICLE WERE DAMAGED. THE MANUFACTURER STATED THAT THEY WOULD INSPECT THE VEHICLE WITHIN 30 DAYS. THE INSURANCE COMPANY WAS NOTIFIED. THE FAILURE OCCURRED WITHOUT WARNING. THE FAILURE MILEAGE WAS 29,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295243
Date of Incident: 20081119
Vehicle: 2009 SCION XB
Location of Incident: NEWINGTON, CT
NHTSA Summary:
THE (TOYOTA) SCION XB HAS THE SAME ACCELERATOR PROBLEM, I PUT IN A FLOOR MAT ON TOP OF THE ISSUED FLOOR MAT AND IT HAS GOTTEN STUCK 2 OR 3 TIMES ON THE ACCELERATOR. LUCKILY I WAS ABLE TO DEPRESS THE BRAKE STRONG ENOUGH TO GET INTO PARK AND STOP THE VEHICLE. THE WORSE CASE I DROVE OVER THE ISLAND IN MY PARKING LOT. I HAVE SINCE REMOVED THE EXTRA FLOOR MAT AND HAVE NOT HAD A PROBLEM WITH THIS ISSUE SINCE. I KNOW IT'S LATE NOTICE BUT I JUST FOUND OUT ABOUT THIS SITE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10288930
Date of Incident: 20081124
Vehicle: 2008 TOYOTA RAV4
Location of Incident: DOVER, DE
NHTSA Summary:
LOST BRAKING POWER AND THERE WAS A CRUNCHING SOUND, HAD BOTH FEET ON BREAKING PEDAL & TRUCK WOULDN'T STOP. IT WAS STILL ACCELERATING AND ABS/ANTI SKID LIGHT CAME ON. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10250962
Date of Incident: 20081202
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: SANFORD, NC
NHTSA Summary:
AFTER BACKING OUT OF A PARKING SPACE AND SWITCHING THE CAR FROM REVERSE TO DRIVE, THE CAR ACCELERATED QUICKLY FORWARD CRASHING INTO TWO PARKED CARS AND FINALLY STOPPING AFTER HITTING A CONCRETE STRUCTURE. APPLYING THE BRAKE WOULD NOT STOP THE CAR. THE CAR HAS BEEN DECLARED A TOTAL LOSS BY THE INSURANCE COMPANY. UNEXPLAINED ACCELERATION EVENTS HAVE OCCURRED BEFORE WITH THIS CAR. *TR
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10235972
Date of Incident: 20081210
Vehicle: 2007 TOYOTA SIENNA
Location of Incident: JEFFERSON, OR
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA SIENNA. WHEN PLACING THE VEHICLE INTO DRIVE, THE CONTACT EXPERIENCED UNCONTROLLED ACCELERATION. THE VEHICLE ACCELERATED FORWARD AND CRASHED INTO A CONCRETE WALL. THERE WERE NO WARNING INDICATORS PRIOR TO THE FAILURE. THE CONTACT INJURED HER KNEES AND A POLICE REPORT WAS FILED. THE VEHICLE WAS INSPECTED BY AN INSURANCE ADJUSTER, BUT IT COULD NOT BE DETERMINED WHY THE VEHICLE FAILED. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED THAT THERE WERE NO DEFECTS WITH THE VEHICLE; THEREFORE, NO COMPENSATION WOULD BE MADE. THE VEHICLE WAS DESTROYED. THE FAILURE MILEAGE WAS 50,000. UPDATED 3/9/09 *CN UPDATED 03/12/09. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10263000
Date of Incident: 20081219
Vehicle: 2000 TOYOTA ECHO
Location of Incident: LA VISTA, NE
NHTSA Summary:
WHILE ATTEMPTING TO STOP VEHICLE USING FULL BRAKE PEDAL FORCE AND HAND BRAKE THE VEHICLE CONTINUED TO ACCELERATE. I WAS UNABLE TO STOP THE CAR AND NEARLY CAUSED AN ACCIDENT. AFTER SHIFTING THE TRANSMISSION INTO PARK THE ENGINE CONTINUED OPERATING AT HIGH SPEED. THE GAS PEDAL WAS NOT STUCK OR USED AT ANY TIME DURING THIS TIME. THIS OCCURRED ON TWO SEPARATE OCCASIONS BOTH AT HIGHWAY AND CITY SPEEDS. IT SEEMS THAT THERE ARE OTHER REPORTS OF SIMILAR INCIDENTS WITH THIS CAR. NO PROBLEMS WERE IDENTIFIED BY MECHANIC WHO COULDN'T REPRODUCE THE PROBLEM. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20090000
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: KANSAS CITY, MO
NHTSA Summary:
Additional Summary: I've had a different problem with the throttle. I had a 2000 Camry V6. When using cruise control at expressway spped with a warm engine (running for at least an hour), if traction was lost, engine would start going wild - racing or trying to stall. Loss of traction usually due to a bump or change in pavement, but also happened when fighting a head wind. Most Toyota service managers I talked to were clueless, one felt that it was an anti-rev feature malfunctioning that he had experienced driving a new (less than 1,000 miles) truck. My Toyota certified mechanic felt that it was throttle related. Problem could not be predicted or recreated. No idiot lights came on or codes. Everything fine if car allowed to cool for 45 minutes to an hour. I wrote to Toyota's head man about this and have a copy of my letter plus his response. Traded the car a year ago for a Toyota hybrid.

Toyota ID No:
NHTSA ODI No: 10261936
Date of Incident: 20090101

Vehicle: 2004 LEXUS ES330
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
PLEASE NOTE - THIS IS OR MAY BE RELATED TO OTHER ODI I JUST REPORTED AT 10261933. I HAVE A LEXUS 2004 ES330 AND IN ADDITION TO WEIRD BRAKING PROBLEMS, I HAVE ALSO HIT THE BRAKE AND BASICALLY FELT THE CAR CONTINUE LIKE I NEVER HIT THE BRAKE AND I AM ACCELERATING OR HAVE CRUISE CONTROL ON. WHEN THIS HAS OCCURRED, I DID NOT FEEL THE ABS BRAKING SYSTEM ENGAGE OR ANY TYPE OF SLOWING DOWN OCCUR. I END UP HITTING AND RELEASING THE BRAKE QUICKLY TO TRY AND GET THE CAR TO BRAKE AND COME TO A STOP. ON ONE OCCASION I ALSO QUICKLY HIT THE GAS TO SEE IF PERHAPS THAT WOULD CLEAR THE PROBLEM, AND IT DID NOT. I PULLED OVER, CHECKED THAT NO DEBRIS OR FLOOR RUG HAD SOME HOW MADE THE GAS PEDAL STINK, AND THAT IS NOT THE PROBLEM. OTHER THAN THIS PROBLEM, AND THE PROBLEMS REPORTED UNDER ODI 10261933, I HAVE NOT HAD ANY OTHER PROBLEMS W/ ACCELERATING OR STOPPING. I HAVE BROUGHT THE ISSUE TO THE ATTENTION OF LEXUS AND THEY HAVE DENIED ANY RECALLS OR OTHER REPORTED PROBLEMS. I SUSPECT THEY ASSUME I AM A WOMAN - WHO CANNOT DRIVE. AGAIN, I HAVE OWNED FAST HIGH PERFORMANCE PORSHE AND MERCEDES PREVIOUSLY AND NEVER HAD THIS PROBLEM BEFORE. I HOPE SOMEONE WILL FIGURE THIS OUT BEFORE I AM INJURED OR PERHAPS SOMEONE ELSE IS. THANKS. PS NO DATE OF INCIDENT, SO I WILL PUT 1/1/09. THIS REFUSAL OF THE CAR TO ENGAGE THE BRAKE ETC HAS OCCURRED ABOUT 5 TIMES. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296081
Date of Incident: 20090121
Vehicle: 2001 TOYOTA HIGHLANDER
Location of Incident: LA MESA, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2001 TOYOTA HIGHLANDER. WHILE DRIVING 10 MPH THE VEHICLE BEGAN TO RAPIDLY ACCELERATE. AFTER REPEATED BRAKE APPLICATION THE VEHICLE WOULD NOT STOP. CONSEQUENTLY SHE CRASHED INTO A SIGN. THE VEHICLE WAS TAKEN TO THE DEALER, AND THEY INSTALLED A SECONDARY HOOK TO THE FLOOR-MAT. ALSO, SHE WAS ADVISED THAT IN APRIL 2010 THEY WOULD INSTALL A NEWLY DESIGNED ACCELERATOR PEDAL. THE FAILURE MILEAGE WAS 169,794
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286930
Date of Incident: 20090205
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: KERRVILLE, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. WHILE DRIVING 5 MPH INTO A DRIVEWAY HER VEHICLE CRASHED INTO A BRICK RETAINER WALL. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC WHO QUOTED A REPAIR COST OF $2000 TO REPAIR THE DAMAGE TO THE FRONT FENDER. THE MECHANIC STATED THAT HE CONFIRMED THAT THERE WAS NO MECHANICAL DAMAGE DONE TO THE VEHICLE. THE AIR BAGS DID NOT DEPLOY AND NO ONE WAS INJURED. WHILE PARKING THE VEHICLE IT UNEXPECTEDLY ACCELERATED AND CRASHED INTO A BEAUTY SALON. THE POLICE WAS NOTIFIED AND A REPORT IS AVAILABLE. THE POLICE OFFICER STATED THAT THE CONTACT LOSS CONSCIOUSNESS PRIOR TO THE CRASH. THE CONTACT STATED SHE WAS IN COMPLETE

CONTROL OF THE VEHICLE WHEN IT ACCELERATED ON ITS OWN ON BOTH OCCASIONS THE DEALER STATED THAT THERE WERE NO PROBLEMS WITH THE VEHICLE WHEN IT WAS SOLD TO HER. THE MANUFACTURER STATED THAT THEY WOULD CONDUCT A SURVEY OF THE DAMAGES AND CHECK FOR A MECHANICAL FAILURE. THE CONTACT WAS NOT NOTIFIED BY THE DEALER IF A REPRESENTATIVE HAS ASSESSED THE DAMAGES. THE FAILURE MILEAGE WAS 55,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291126
Date of Incident: 20090216
Vehicle: 2004 LEXUS RX330
Location of Incident: FAIRVIEW, NJ
NHTSA Summary:
I OWN A RX 330 LEXUS AND IT HAS A PROBLEM WITH THE ACCELERATOR. SOMETIMES IT GETS STUCK AT ABOUT 3 RPMS AND IT WONT COME DOWN FROM THERE UNTIL SOMETHING LETS GO OF IT AND THEN IT JERKS EVEN THOUGH I WOULD BE GOING AT A LOW SPEED SUCH 25MPH. THE ACCELERATOR FEELS RIGID AND NO MATTER HOW MUCH YOU PUSH ON IT THE SPEED DOESN'T INCREASE UNTIL IT JERKS AND LETS GO. OTHER TIMES IT TENDS TO GO FASTER EVEN THOUGH I AM NOT PRESSING ON IT. WHEN I BRAKE IT DOESN'T WANT TO STOP UNTIL I SLAM ON THE BRAKES HARD. I CAN FEEL THAT IT IS LIKE SOMETHING IS STUCK AND THE CAR DOES WHAT IT WANTS UNTIL IT IS LET GO WHICH IS WHEN IT JERKS. I HAVE NOT HAD A CRASH YET, BUT I AM CONCERNED ABOUT IT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10265717
Date of Incident: 20090211
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: KERRVILLE, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. WHILE DRIVING APPROXIMATELY 15 MPH, THE VEHICLE ACCELERATED WITHOUT WARNING. AS A RESULT, THE CONTACT CRASHED THE VEHICLE INTO A WALL. THE VEHICLE WAS MODERATELY DAMAGED. ONE WEEK LATER, THE FAILURE RECURRED AND THE VEHICLE CRASHED INTO A BUILDING THE VEHICLE WAS COMPLETELY DESTROYED AND NONE OF THE AIR BAGS DEPLOYED. THE CONTACT WAS NOT INJURED IN EITHER CRASH. A COMPLAINT WAS FILED WITH THE MANUFACTURER AND A REPRESENTATIVE CONCLUDED AFTER INSPECTION OF THE VEHICLE THAT NOTHING CAUSED THE SPONTANEOUS ACCELERATION. A POLICE REPORT WAS FILED. THE FAILURE MILEAGE WAS 50,000 AND CURRENT MILEAGE WAS 60,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293176
Date of Incident: 20090214
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: FINDLAY, OH
NHTSA Summary:
HAVE A 2005 TOYOTA CAMRY. THE ENGINE HAS STARTED ACCELERATING THREE TIMES. THE LAST BEING 2/14/09. EACH TIME THE BRAKES WERE ABLE TO KEEP THE CAR FROM SPEEDING UP AND, AFTER A FEW SECONDS, THE ENGINE WENT BACK TO AN IDLE. TWO

TIMES I TOOK THE CAR TO THE DEALER (AND TALKED OTHER TIMES) AND THEY CHECKED IT OUT. THEY COULD NOT FIND ANY PROBLEM AND AFTER CONFERING WITH THEIR "HEADQUARTERS" IN CALIFORNIA, SAID THAT THEY HAD NEVER HEARD OF ANYONE HAVING THIS PROBLEM. AFTER READING THE FIRST ARTICLE IN A NEWSPAPER ABOUT THIS CONCERN I CHECKED THE FLOOR MAT. THE FLOOR MAT IS NOT EVEN CLOSE TO THE ACCELERATOR PEDDLE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290777
Date of Incident: 20090215
Vehicle: 2001 TOYOTA RAV4
Location of Incident: YUKON, OK
NHTSA Summary:
2001 TOYOTA RAV 4 THE ACCELERATOR SUDDENLY BECAME STUCK FULL OPEN AT A SLOW SPEED. WAS ABLE TO BRING CAR TO STOP BY RIDING BRAKES AND TURNED ENGINE OFF. HAPPENED ONE TIME. CAR SEEMED FINE AFTER RESTARTING. NOTHING WAS DONE TO CORRECT BECAUSE NEVER COULD FIGURE OUT CAUSE AND HAS NEVER REPEATED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293976
Date of Incident: 20090220
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: GLASTONBURY, CT
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA CAMRY. WHILE DRIVING IN REVERSE INTO A PARKING SPACE, THE VEHICLE ACCELERATED WITHOUT INTENTION AND CRASHED INTO A HOUSE. THE DRIVER SUSTAINED MINOR INJURIES ON HER HAND. THERE WERE DAMAGES TO THE REAR BUMPER, EXTERIOR LIGHTS AND FRAME STRUCTURE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR REPAIRS. THE FAILURE MILEAGE WAS UNKNOWN. THE CURRENT MILEAGE WAS 56,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10276805
Date of Incident: 20090227
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: CHICAGO, IL
NHTSA Summary:
2006 TOYOTA CAMRY SURGED UNEXPECTEDLY. INCREASE IN ENGINE SPEED OCCURRING WHILE THE ACCELERATOR PEDAL IS NOT DEPRESSED. UNCONTROLLED SURGE CAUSED VEHICLE TO CRASH INTO OTHER OBJECTS. UPON IMPACT, AIR BAGS DID NOT INFLATE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10260635
Date of Incident: 20090302
Vehicle: 2004 TOYOTA SEQUOIA

Location of Incident: PRESCOTT, AZ
NHTSA Summary:
VEHICLE LOSES CONTROL OF ACCELERATION WHEN TURNING AND CAUSES OTHER VEHICLES TO NEARLY CRASH INTO MY VEHICLE. THE VSC (VEHICLE SKID CONTROL) SYSTEM ACTIVATES IN ERROR DURING NORMAL DRIVING ON DRY PAVEMENT DUE TO FAULTY SYSTEM (THIS IS KNOW PROBLEM WITH TOYOTA SEQUOIA). SECONDARY PROBLEM RELATED TO THIS, THE VEHICLE SKID CONTROL SYSTEM DOES NOT DISENGAGE WHILE IN SNOW AND IT GETS STUCK. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296767
Date of Incident: 20090307
Vehicle: 2008 TOYOTA RAV4
Location of Incident: CHAMPAIGN, IL
NHTSA Summary:
I OWN A 2008 TOYOTA RAV 4 WHICH I PURCHASED NEW. ON SEVERAL OCCASIONS I HAVE HAD THE ACCELERATOR PEDAL BECOME STUCK FULLY OPEN WHEN ACCELERATING TO MERGE ONTO AN INTERSTATE HIGHWAY. I WAS TOLD SEVERAL MONTHS AGO THAT AN AFTERMARKET FLOOR MAT WAS SLIPPING FORWARD AND TRAPPING THE PEDAL. RECENTLY WHEN THIS EVENT HAPPENED I STOPPED AND LOOKED AT THE MAT MYSELF. IT WAS AT LEAST 4 TO 6 INCHES FROM CONTACTING THE ACCELERATOR PEDAL OR ANY PART OF THE DRIVE BY WIRE SWITCH. I FEEL LIKE THE DEALERSHIP IS JUST TRYING TO GET AROUND ACTUALLY INVESTIGATING MY COMPLAINT. THIS HAS HAPPENED ON SEVERAL OCCASIONS OVER THE LAST 6 TO 9 MONTHS. I FINALLY DECIDED TO FILE THIS COMPLAINT AFTER IT HAPPENED TO ME THIS MORNING (12/22/2009). *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293506
Date of Incident: 20090314
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: SAN ANTONIO, TX
NHTSA Summary:
TL* THE CONTACT OWNS A 2000 TOYOTA CAMRY. WHILE DRIVING 15 MPH THE VEHICLE SUDDENLY BEGAN TO ACCELERATE WITHOUT INTENTION. AFTER ONE MINUTE OF REPEATED BRAKE APPLICATION, THE VEHICLE STOPPED. THE VEHICLE HAS NOT BEEN INSPECTED TO DETERMINE THE CAUSE OF THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 52000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10284229
Date of Incident: 20090316
Vehicle: 2006 TOYOTA HIGHLANDER
Location of Incident: DEPOE BAY, OR
NHTSA Summary:
TODAY, ANOTHER LEXUS /TOYOTA HAS AN ACCELERATION PROBLEM WHICH FINALLY CAUSED 4 DEATHS. MANY OF US HAVE HAD SIMILAR EXPERIENCES. YOU HAVE 3 AT LEAST ALREADY LISTED IN YOUR COMPLAINTS. 2006 TOYOTA HIGHLANDERS (3) JUST TOOK OFF AND DRIVERS COULDN'T STOP THEM (I AM ONE) UNTIL THE CAR HIT SOMETHING. LEXUS TOO, MADE BY TOYOTA. PLEASE CHECK INTO THIS. I WROTE

TOYOTA TO EXPLAIN THAT I DID NOT PUT MY FOOT ON ACCELERATOR. I GOT A GENERIC LETTER BACK, WITHOUT HELP OR EXPLANATION. WE HAVE A PROBLEM WITH THESE CARS , SOMEONE NEEDS TO ADDRESS THESE UNEXPLAINED ACCELERATIONS. MY CAR FLEW THROUGH THE AIR WITH ME SCREAMING , TRYING TO STOP IT. I HIT HEADON INTO A CEMENT SIDE OF AN IRRIGATION DITCH. PASSENGER IS STILL IN REHAB SINCE MARCH OF THIS YEAR. IS IT JUST THE MATS, AS THE SAN DIEGO PRESS IS SUGGESTING WITH THE DEATH OF THE CHP AND HIS 3 FAMILY MEMBERS? I THINK NOT. SOMETHING IN ONE OF THE SYSTEMS, CODES, CRUISE CONTROL, COMPUTER OR ??? PLEASE CHECK THESE OUT. TOYOTA HAS KEPT QUIET LONG ENOUGH. FARMERS INSURANCE IS CODING MY ACCIDENT AS MY FAULT, YET I HAVE NEVER HAD AN ACCIDENT AND DID NOT CAUSE THIS ONE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292738
Date of Incident: 20090317
Vehicle: 2003 LEXUS IS300
Location of Incident: REDONDO BEACH, CA
NHTSA Summary:
WAS SLOWLY PULLING INTO PARKING SPACE WHEN CAR SUDDENLY ACCELERATED FULL THROTTLE. CAR WAS CARRIED OVER PARKING BUMPER INTO BUSHES BEYOND, WITH DAMAGES TO BODY AND UNDERCARRIAGE OVER SIX THOUSAND DOLLARS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291128
Date of Incident: 20090319
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: SAYREVILLE, NJ
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE APPROACHING A PARKING SPACE, THE VEHICLE ACCELERATED WITHOUT INTENTION. CONSEQUENTLY THE VEHICLE CRASHED INTO A WALL. THE ACCELERATOR PEDAL WAS STUCK, SO THE ENGINE CONTINUED TO REV. THE BUMPER AND THE FRONT-END OF VEHICLE WAS DAMAGED. THE WARRANTY COMPANY TOWED THE VEHICLE TO THE DEALER FOR INSPECTION. THE TECHNICIAN CONCLUDED THAT THE FLOOR-MATS CAUSED THE FAILURE. HE THEN ADDED THAT THIS WAS A COMMON FAILURE WITH HIS MODEL TYPE. HOWEVER HE SPECULATED THAT THE TECHNICIAN INCORRECTLY DIAGNOSED THE VEHICLE, BECAUSE THE FLOOR-MATS WERE VERY FAR AWAY FROM THE ACCELERATOR PEDAL. THE VEHICLE WAS THEN TOWED TO HIS MECHANIC, AND REPAIRED AT AN EXPENSE OF $1200.00.THE FAILURE MILEAGE WAS 55000. THE CURRENT MILEAGE WAS UNKNOWN.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293962
Date of Incident: 20090323
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BROAD RUN, VA
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA CAMRY. WHILE ATTEMPTING TO TURN AT 40 MPH THE VEHICLE BEGAN TO ACCELERATE WITHOUT INTENTION. AFTER REPEATED

BRAKE APPLICATION HE WAS ABLE TO STOP THE VEHICLE. SHORTLY AFTERWARDS WHILE REVERSING OUT OF A PARKING SPACE, THE VEHICLE RAPIDLY ACCELERATED. HE WAS ABLE TO STOP THE VEHICLE BY USING THE SAME METHOD. HE WAS IN PROCESS OF TAKING THE VEHICLE TO THE DEALER FOR INSPECTION. THE CURRENT MILEAGE WAS APPROXIMATELY 80,000. THE FAILURE MILEAGE WAS APPROXIMATELY 78,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10265288
Date of Incident: 20090409
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: PORT CHARLOTTE, FL
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE DRIVING BETWEEN 5-6 MPH, ANOTHER VEHICLE RAN A STOP SIGN AND STRUCK THE DRIVER'S SIDE OF THE CONTACT'S VEHICLE. HER VEHICLE FISH-TAILED AND TURNED TO THE LEFT. THE VEHICLE ACCELERATED AND STRUCK ANOTHER VEHICLE. THE CONTACT HAD NO CONTROL OVER THE VEHICLE. SHE ATTEMPTED TO PLACE THE VEHICLE INTO PARK, BUT WAS UNSUCCESSFUL. THE ENGINE REVVED AND THE VEHICLE ACCELERATED AGAIN. THE VEHICLE STRUCK A CURB, A BOULDER, AND THEN A PALM TREE BEFORE COMING TO A COMPLETE STOP. THE BRAKES FAILED TO OPERATE DURING THE INCIDENT. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS TOWED TO A GMC DEALER AND THEY TEST DROVE THE VEHICLE, BUT WERE UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE IS STILL AT THE GMC DEALER AND WILL BE APPRAISED. THE FAILURE AND CURRENT MILEAGES WERE 40,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298751
Date of Incident: 20090415
Vehicle: 2001 TOYOTA TACOMA
Location of Incident: REDONDO BEACH, CA
NHTSA Summary:
2001 TOYOTA TACOMA-ACCELERATED WHEN BRAKING, HIGH RPMS, WHEN APPLYING THE BRAKE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10266633
Date of Incident: 20090418
Vehicle: 2009 TOYOTA SIENNA
Location of Incident: MOUNT DORA, FL
NHTSA Summary:
ON AN EARLY SATURDAY APRIL 18, 2009 TRIP TO THE AIRPORT THE CRUISE CONTROL STUCK WHILE ACCELERATING AND WOULD NOT DISENGAGE BY PRESSING THE BRAKE PEDAL OR BY PULLING THE CRUISE CONTROL LEVER (LOCATED ON THE STEERING COLUMN) TOWARDS THE DRIVER. I HAD JUST GONE THROUGH AN AUTOMATIC TOLLGATE IN THE FAR LEFT LANE AND BEGAN ACCELERATING (AND PROBABLY HIT THE 'RESUME' FEATURE OF THE CRUISE CONTROL LEVER) IN ORDER TO GET IMMEDIATELY OVER TO THE FAR RIGHT LANE TO EXIT. WITHIN SECONDS I WAS UP TO AN ADEQUATE SPEED AND TOUCHED THE BRAKE. THE CAR CONTINUED ACCELERATING. I PRESSED THE BRAKE MORE FIRMLY AND PULLED THE CRUISE CONTROL LEVER TOWARDS ME.

NEITHER ACTION DISENGAGED THE CRUISE CONTROL. I WAS ABLE TO AVOID TRAFFIC AND POINT THE CAR TOWARDS THE RIGHT SHOULDER. I THEN PUSHED THE GEAR SHIFT INTO NEUTRAL AND THE CAR ENGINE SLOWED DOWN. THE CAR STOPPED ACCELERATING, AND THE CRUISE CONTROL DISENGAGED. ON MY RETURN TRIP I TRIED TO DUPLICATE THE ACTIONS WHICH PRECEDED THE PROBLEM BUT WAS NOT SUCCESSFUL. (I HAVE DRIVEN THE CAR ABOUT 5600 MILES AND THIS WAS THE FIRST TIME THIS PROBLEM HAS OCCURRED.) THE SAME DAY I TOOK THE CAR TO A LARGE TOYOTA DEALER. THEY DROVE THE CAR SEVERAL MILES AND DID NOT HAVE THE PROBLEM OCCUR. SO THEY WERE NOT ABLE TO FIND A PROBLEM. THEY SAID THEY COULD ONLY FIX A PROBLEM IF THEY COULD EXPERIENCE IT. AND, THEY SUGGESTED I TAKE THE CAR TO THE TOYOTA DEALER THAT SOLD IT TO ME. LATER THE SAME DAY I DID RETURN THE CAR TO THE TOYOTA DEALER THAT SOLD IT TO ME. THEY WERE GOOD LISTENERS AND KEPT THE CAR FOR SEVERAL DAYS OF DRIVING, DIAGNOSTICS, AND PHONE CALLS TO TOYOTA. BUT, IN THE END THEY TOO, COULD NOT LOCATE A PROBLEM AND RETURNED THE CAR TO ME UNCHANGED. MY CONFIDENCE IN THIS VEHICLE IS GREATLY DIMINISHED. WHILE I WAS SUCCESSFUL IN DISENGAGING THE ACCELERATING CRUISE CONTROL BY PUTTING THE CAR INTO NEUTRAL I DO NOT WANT TO HAVE TO DEPEND ON THAT ESPECIALLY IN A HEAVY TRAFFIC SITUATION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294544
Date of Incident: 20090426
Vehicle: 2008 TOYOTA COROLLA
Location of Incident: BRANDON, FL
NHTSA Summary:
TL*THE CONTACT OWNS A 2008 TOYOTA COROLLA. WHILE DRIVING 5 MPH OUT OF A PARKING LOT THERE WAS A LOUD POPPING SOUND AND THE VEHICLE BEGAN TO ACCELERATE INTO ON COMING TRAFFIC. THE VEHICLE STOPPED AFTER IT CRASHED INTO A PARKED VEHICLE. THE CONTACT SUFFERED A BACK INJURY DURING THE CRASH BUT WAS NOT TRANSPORTED TO THE HOSPITAL. THE VEHICLE WAS NOT DESTROYED AND HAS BEEN REPAIRED. THE CONTACT DOES NOT KNOW WHY THE VEHICLE ACCELERATED. THE CURRENT MILEAGE WAS 19,700 AND THE FAILURE MILEAGE WAS 19,500.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290908
Date of Incident: 20090429
Vehicle: 2005 LEXUS ES330
Location of Incident: WOODRIDGE, IL
NHTSA Summary:
I OWNED A 2005 LEXUS ES330 THAT WAS INVOLVED IN A CRASH. ON 4/29/09 THE DRIVER OF THE VEHICLE WAS PULLING INTO A PARKING SPOT WHEN THE CAR ACCELERATED AFTER HER FOOT WAS OFF ACCELERATOR CAUSING THE VEHICLE TO CRASH THROUGH A STOREFRONT WALL AND WINDOWS, CAUSING EXTENSIVE DAMAGE TO BUILDING AND TOTALING THE VEHICLE. THE POLICE DID NOT BELIEVE THAT THERE WAS AN ACCELERATION PROBLEM NOR DID I, UNTIL HEARING THIS RECENT REPORT ON THE NEWS. *TR
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10296579
Date of Incident: 20090508
Vehicle: 2004 TOYOTA TACOMA
Location of Incident: BRISTOL, TN
NHTSA Summary:
TL*THE CONTACT HAS A 2004 TOYOTA TACOMA. THE VEHICLE WAS PRE-OWNED AND PURCHASED IN APRIL 2009. WHILE DRIVING BETWEEN 25 AND 35 MPH, THE VEHICLE BEGAN ACCELERATING WITHOUT PLACING PRESSURE ON THE GAS PEDAL. THE FAILURE HAS OCCURRED ON FIVE OCCASIONS. THE FAILURE IS RELATED TO THE VEHICLE SPEED CONTROL. THE FAILURE MILEAGE WAS 68,000 AND THE CURRENT MILEAGE AND MOST RECENT FAILURE OCCURRED AT 74,000 MILES.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286018
Date of Incident: 20090512
Vehicle: 2004 TOYOTA 4RUNNER
Location of Incident: EUREKA, CA
NHTSA Summary:
I HAVE A 2004 TOYOTA 4RUNNER AND A FEW MONTHS AGO THE ACCELERATOR PEDAL GOT STUCK UNDER THE RUBBER FLOOR MAT. I PURCHASED THE RUBBER FLOOR MAT FROM A TOYOTA DEALER AND IT WAS MADE SPECIFICALLY FOR THE 4RUNNER. WHEN THE PEDAL GOT STUCK, THE ENGINE WAS RUNNING WIDE OPEN. I MANAGED TO GET THE VEHICLE IN NEUTRAL AND STOPPED BEFORE HITTING ANYTHING. IT WAS VERY FRIGHTENING. IT APPEARS LIKE THE MAT SLID FORWARD AND THAT WAS WHAT CAUSED THE PEDAL TO GET STUCK. I HAD RECENTLY CLEANED THE MAT AND MAY NOT HAVE HAD IT POSITIONED PROPERLY WHEN I REINSTALLED IT. I THINK THE DESIGN OF THE MAT IS NOT SAFE DUE TO THE THICKNESS OF THE MAT AT THE FRONT NEAR THE PEDAL. FUTURE INCIDENTS ARE LIKELY IF THE MAT IS LOOSE AND SLIDES FORWARD. I DID HAVE A CARPETED MAT UNDER THE RUBBER MAT. THE CARPETED MAT CAME WITH THE 4RUNNER WHEN I BOUGHT THE VEHICLE. THIS LIKELY CONTRIBUTED TO THE RUBBER MAT COMING LOOSE AND SLIDING FORWARD. IF NOT INSTALLED PROPERLY, IT APPEARS LIKE THE CARPETED MAT COULD ALSO SLIDE FORWARD AND MAY CAUSE THE ACCELERATOR TO GET STUCK. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291376
Date of Incident: 20090513
Vehicle: 2006 TOYOTA 4RUNNER
Location of Incident: BROOKLYN, NY
NHTSA Summary:
HIGHWAY MERGE RAMP AT ALMOST FULL THROTTLE TWICE, ONCE PASSING ANOTHER VEHICLE ON HIGHWAY AT ALSO HIGH THROTTLE USAGE, ACCELERATOR PEDAL WAS STUCK OPEN VEHICLE CONTINUED TO ACCELERATE FELT LIKE CRUISE CONTROL WAS ENGAGED BUT WASN'T. I STEPPED ON BRAKES BUT THAT DIDN'T HELP, I THEN HIT THE ACCELERATOR PEDAL WITH MY RIGHT FOOT AND THE PEDAL WENT BACK TO NORMAL. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10269404

Date of Incident: 20090514
Vehicle: 2005 TOYOTA SEQUOIA
Location of Incident: IMPERIAL, CA
NHTSA Summary:
2005 TOYOTA SEQUOIA VAC TRAC DISENGAGED LOST CONTROL / ACCELERATOR/BRAKES/ TOOK AUTO TO REPAIR DEALER COULD NOT FIND PROBLEM *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10269040
Date of Incident: 20090515
Vehicle: 2005 TOYOTA COROLLA
Location of Incident: NORWOOD, MA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA COROLLA. WHEN THE CONTACT SLIGHTLY DEPRESSED THE ACCELERATOR PEDAL AT 1 MPH, THE VEHICLE SURGED FORWARD AND CRASHED INTO ANOTHER VEHICLE. THERE WERE NO INJURIES. HE IS IN THE PROCESS OF HAVING THE VEHICLE INSPECTED TO DETERMINE THE CAUSE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 19,652.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10269805
Date of Incident: 20090522
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: SUFFERN, NY
NHTSA Summary:
2004 CAMRY VIN EXPERIENCED UNINTENDED ACCELERATION (SURGING) AFTER APPLYING BRAKE TO COME TO FULL STOP. I EXAMINED THE POSITION OF MY FEET AFTER STOPPING, AND TURNING OFF IGNITION TO CANCEL SURGING. LEFT FOOT WAS ON FOOTREST IN DRIVER FOOTWELL. RIGHT FOOT WAS ON BRAKE. THIS IS THE SECOND INSTANCE OF UNINTENDED ACCELERATION IN APPROXIMATELY THREE MONTHS. MILEAGE WAS 45960. NO PARTS HAVE BEEN REPLACED YET. I WILL CONTACT A DEALER TO DETERMINE IF THERE IS A RECALL. PREVIOUS EXPERIENCE WITH INTERMITTENT PROBLEMS HAVE LED TO "NO DIAGNOSIS" BY DEALERSHIPS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10272579
Date of Incident: 20090526
Vehicle: 2002 LEXUS RX300
Location of Incident: CRESTWOOD, KY
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 LEXUS RX300. WHEN THE CONTACT ATTEMPTED TO START THE VEHICLE, SHE NOTICED THAT THE ENGINE ATTEMPTED TO START ITSELF BEFORE THE KEY WAS TURNED ALL THE WAY IN THE IGNITION. SHE PROCEEDED TO SHIFT THE VEHICLE FROM PARK INTO DRIVE. THE VEHICLE ACCELERATED QUICKLY AND WOULD NOT STOP, EVEN WHEN THE BRAKES WERE APPLIED. THE VEHICLE CRASHED THROUGH THE GARAGE DOOR AND, APPROXIMATELY TEN FEET FURTHER, STRUCK A RETAINING WALL, HER NEIGHBOR'S HOME, AND A GAS METER. THE CONTACT PLACED THE VEHICLE INTO REVERSE AND IT SPED BACK THROUGH HER RETAINING

WALL AND STRUCK HER HOME. THE AIR BAGS DID NOT DEPLOY AND THERE WERE NO INJURIES. A POLICE REPORT WAS FILED AND THE VEHICLE WAS DESTROYED. THE DEALER STATED THAT THEY HAD NEVER HEARD OF THIS TYPE OF FAILURE. SHE ATTEMPTED TO NOTIFY THE MANUFACTURER, BUT WAS UNABLE TO REACH ANYONE. THE CURRENT AND FAILURE MILEAGES WERE 61,232

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291097
Date of Incident: 20090527
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: VIRGINIA BEACH, VA
NHTSA Summary:

TL* THE CONTACT HAS A 2003 TOYOTA COROLLA. AFTER PROCEEDING FROM A STOP LIGHT AT 35 MPH, THE VEHICLE ACCELERATED TO 70 MPH. EVEN AFTER BRAKE APPLICATION, THE VEHICLE CONTINUED TO ACCELERATE. SHE THEN SHIFTED THE VEHICLE INTO PARK AND TURNED THE ENGINE OFF. THE VEHICLE WAS TOWED TO HER HOME. A MECHANIC INSPECTED THE VEHICLE, BUT COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOTIFIED, AND SHE WAS ADVISED THAT HER MODEL TYPE DOES NOT HAVE A DEFECT. THE FAILURE MILEAGE WAS 100,000. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE.

Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20090528
Vehicle: 2006 TOYOTA HIGHLANDER
Location of Incident: ,
NHTSA Summary:

On May 28, 2009, Aurora Rabay was driving her 2006 Toyota Highlander on Alvarado Blvd., Fremont, CA with three passengers, when the suv began suddenly accelerating and traveling too fast, she applied the brakes, but the vehicle would not stop or slow down, there were no brakes, she attempted to move the steering wheel back and forth in an attempt to slow the vehicle down, it continued and struck a tree, killing one pregnant passenger and severly injuring another passenger. The Fremont Police Report No. is 090528012

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10273568
Date of Incident: 20090529
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: SAN JOSE, CA
NHTSA Summary:

TL*THE CONTACT OWNS A 2000 TOYOTA CAMRY. WHILE BACKING OUT OF A PARKING SPACE AT AN UNKNOWN SPEED, THE VEHICLE ACCELERATED ON ITS OWN WITHOUT WARNING. THE VEHICLE STRUCK A LAMP POST AND WAS TOWED TO AN AUTO LOT. THIS WAS THE FIRST TIME THIS FAILURE OCCURRED. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THE INSURANCE COMPANY WAS NOTIFIED AND THEY SENT AN ADJUSTER TO INSPECT THE VEHICLE. THE VEHICLE IS CURRENTLY IN THE INSURANCE COMPANY'S POSSESSION. THE DEALER WAS NOTIFIED AND STATED THAT THEY WOULD BE IN TOUCH. THE FAILURE AND CURRENT MILEAGES WERE 51,000

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10272614
Date of Incident: 20090531
Vehicle: 2005 TOYOTA TUNDRA
Location of Incident: SPARKS, NV
NHTSA Summary:

DRIVING AT HIGHWAY SPEED, WITH CRUISE CONTROL ENGAGED, AND BEGINNING TO CLIMB A GENTLE HILL, ENGINE SUDDENLY ACCELERATES AT FULL THROTTLE, AND THE TRANSMISSION DOWNSHIFTS TWO GEARS. IT CAUSES THE VEHICLE TO SUDDENLY AND RAPIDLY ACCELERATE. VEHICLE IS VERY DIFFICULT TO CONTROL ON SNOWY, OR RAIN SLICK ROADWAYS. IF FOLLOWING ANOTHER VEHICLE THAT SLOWS ON HILL, SUCH AS A SEMI TRACTOR-TRAILER, THERE IS EMINENT DANGER OF A REAR-END COLLISION. THIS IS NOT AN ISOLATED INCIDENT, IT OCCURS EVERY TIME THREE CONDITIONS ARE MET: 1. CRUISE CONTROL IS ENGAGED. 2. VEHICLE DRIVES UP INCLINE OR HILL. 3. HIGHWAY SPEED. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10273039
Date of Incident: 20090605
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MINNETONKA, MN
NHTSA Summary:

WHILE MY WIFE (DRIVER FOR 40 YEARS) WAS BACKING OUT OF THE DRIVEWAY THE CAR ACCELERATED AT FULL THROTTLE, SHOT ACROSS THE STREET AND INTO THE NEIGHBORS' YARD AND CRASHED INTO A TREE WHICH PREVENTED THE CAR FROM CRASHING INTO THE HOUSE. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290834
Date of Incident: 20090608
Vehicle: 2008 TOYOTA SOLARA
Location of Incident: CENTERVILLE, VA
NHTSA Summary:

TL* THE CONTACT OWNS A 2008 TOYOTA SOLARA. WHILE RELEASING THE PARKING BRAKE AT A STOP LIGHT, THE VEHICLE ACCELERATED WITHOUT INTENTION. AS A CONSEQUENCE HE REAR-ENDED ANOTHER VEHICLE. IN ORDER TO STOP THE VEHICLE FROM SURGING FORWARD HE HAD TO SHIFT INTO THE NEUTRAL GEAR, AND THEN REMOVE THE KEY FROM THE IGNITION. THE CURRENT AND FAILURE MILEAGES WERE 11900.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10288952
Date of Incident: 20090609
Vehicle: 2005 TOYOTA 4RUNNER
Location of Incident: OXNARD, CA
NHTSA Summary:

TL*THE CONTACT OWNS A 2005 TOYOTA 4RUNNER. WHILE DRIVING 65 MPH WITH THE CRUISE CONTROL ACTIVATED, THE ACCELERATOR BECAME STUCK. AFTER REPEATED BRAKE APPLICATION, THE VEHICLE WOULD NOT STOP. AFTER DEACTIVATING THE CRUISE CONTROL SHE WAS ABLE TO STOP THE VEHICLE. THE DEALER WAS NOTIFIED, AND A TECHNICIAN CONCLUDED THAT THE FLOOR-MAT WAS THE CAUSE OF THE FAILURE. HOWEVER, SHE BELIEVED THAT THE TECHNICIANS HAVE INCORRECTLY IDENTIFIED THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 48,675.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293564
Date of Incident: 20090610
Vehicle: 2001 TOYOTA SIENNA
Location of Incident: GARDENA, CA
NHTSA Summary:

5 MONTHS AGO MY SON WAS DRIVING MY CAR AND IT SUDDENLY ACCELERATED AND HE COULD NOT GET THE CAR TO STOP EVEN WHEN HE PUT ON THE BRAKE. WHEN I GOT THE CAR, I STARTED THE ENGINE AND IT LUNGED FORWARD, BUT I PUT THE CAR IN NEUTRAL AND THE ENGINE JUST RACED. I ULTIMATELY TOOK THE CAR TO MY MECHANIC AND HE TOOK IT SOMEWHERE ELSE WERE THEY REPAIRED THE PROBLEM AFTER TWO ATTEMPTS. MY CAR DID NOT HAVE ANY DRIVER SIDE FLOOR MATS IN IT. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10274014
Date of Incident: 20090614
Vehicle: 2007 TOYOTA RAV4
Location of Incident: HANSVILLE, WA
NHTSA Summary:

THE THROTTLE IN MY 2007 RAV4 V6 LIMITED HAS STUCK OPEN THREE TIMES IN THE LAST FEW MONTHS. IT HAPPENS AFTER I "FLOOR" THE ACCELERATOR. THE FIRST TIME OCCURRED IN MY GARAGE AS I WAS TRYING TO START THE ENGINE. I HAD TO TURN IT OFF. THE SECOND TIME WAS A WEEK LATER AS I WAS PASSING A TRUCK GOING UP A HILL ON A 3 LANE HIGHWAY. I PUT ON THE BRAKES AND TRIED TO GET THE TRANSMISSION INTO NEUTRAL AS I TRIED TO GET TO CROSS TWO LANES OF TRAFFIC TO GET TO THE SHOULDER. I WAS SUCCESSFUL WITHOUT GETTING INTO AN ACCIDENT, BUT IT WAS SCARY. I TOOK THE CAR TO A DEALER AND THEY SAID THAT THE THROTTLE BODY HAD A LEAK, SO THEY REPLACED THE SEAL. I DID NOT EXPERIENCE THE PROBLEM AGAIN FOR A COUPLE OF MONTHS UNTIL IT HAPPENED AGAIN TWO DAYS AGO. I WAS ACCELERATING TO MERGE WITH TRAFFIC ON A FREEWAY. I APPLIED THE BRAKES AND THE THROTTLE STOPPED STICKING AND QUICKLY RETURNED TO NORMAL OPERATION. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296202
Date of Incident: 20090616
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: WALLACE, CA
NHTSA Summary:

TL*THE CONTACT OWNS A 2006 TOYOTA TUNDRA. WHILE DRIVING 60 MPH AND RELEASING THE ACCELERATOR PEDAL THE VEHICLE CONTINUED TO ACCELERATE. THE FAILURE ONLY OCCURRED ONCE. THE FAILURE MILEAGE WAS 47000 AND THE CURRENT MILEAGE WAS 35000

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10274157
Date of Incident: 20090617
Vehicle: 2009 TOYOTA SIENNA
Location of Incident: SIMPSONVILLE, SC
NHTSA Summary:

ATTEMPTED TO ACCELERATE TO PASS A LARGE TRUCK AND VEHICLE STARTED ACCELERATING OUT OF CONTROL. TRIED TO BRAKE AND THAT DIDN'T WORK. APPLIED FOOT BRAKE AND THAT DIDN'T WORK. SPEED MAY HAVE INCREASED TO APPROX 70-80 MPH. SPEEDOMETER SHOW APPROX 45 MPH. UNABLE TO STEER VEHICLE. IT WAS AS IF THE MOTOR HAD STOPPED AND I HAD NO POWER STEERING. AFTER HITTING 2-3 VEHICLES AND THEN THE RIGHT LANE BRIDGE WALL THE FRONT TIRE AND STEERING ASSEMBLY BENT INWARD ND THAT CAUSED THE VAN TO STOP. THAT GOD THAT NOONE WAS INJURED BUT SOMETHING IS SERIOUSLY WRONG. I'VE SEEN SEVERAL COMPLAINTS OF SUDDEN ACCELERATION IN SIENNA VANS AND THIS NEED MUCH ATTENTION. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291163
Date of Incident: 20090620
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WARRINGTON, PA
NHTSA Summary:

2003 TOYOTA CAMRY INVOLVED IN AN 8 CAR ACCIDENT ON 6/20/09. CAR ACCELERATED UNCONTROLLABLY AND DRIVER WAS UNABLE TO STOP CAR. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294365
Date of Incident: 20090628
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: HACKETTSTOWN, NJ
NHTSA Summary:

TL* THE CONTACT OWNS A 2001 TOYOTA CAMRY. WHILE DRIVING INTO A SHOPPING CENTER, THE VEHICLE ACCELERATED UNCONTROLLABLY. THE CONTACT APPLIED EXTREME PRESSURE TO THE BRAKE PEDAL. HOWEVER, THE VEHICLE FAILED TO SLOW DOWN. THE CONTACT WAS ABLE TO AVOID CRASHING INTO THE FRONT OF A BUILDING; HOWEVER, HE CRASHED INTO A DUMPSTER AND THE BACK OF THE BUILDING. THE VEHICLE WAS DESTROYED. THE AIR BAGS DEPLOYED. THE CONTACT SUSTAINED BROKEN RIBS, NUMEROUS BRUISES AND CONTUSIONS. THE CONTACT HAS NOT CONFIRMED IF THE FLOOR MATS CAUSED THE VEHICLE TO ACCELERATE. THE CURRENT AND FAILURE MILEAGES WERE 91,000

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10290388
Date of Incident: 20090628
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: LOS ANGELES, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE EXITING A PARKING SPACE THE VEHICLE ACCELERATED WITHOUT INTENTION. AS A CONSEQUENCE HE REAR-ENDED ANOTHER VEHICLE. NO ONE WAS INJURED BUT THERE WAS OVER $3000 DAMAGED TO THE OTHER VEHICLE. HE FILED CASE # 0909144743 WITH THE MANUFACTURER THE FAILURE MILEAGE WAS 46,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295331
Date of Incident: 20090629
Vehicle: 2008 TOYOTA RAV4
Location of Incident: SAUGUS, MA
NHTSA Summary:
TL* THE CONTACT OWNS A 2008 TOYOTA RAV 4. WHILE DRIVING 10 MPH THE VEHICLE BEGAN TO ACCELERATE WITHOUT INTENTION. THE BRAKE PEDAL WAS DEPRESSED TO THE FLOOR, BUT THE VEHICLE WOULD NOT DECELERATE. THE VEHICLE WAS TAKEN TO THE DEALER ON SEVERAL OCCASIONS, BUT THEY COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 5,200. UPDATED 1/11/09 *CN UPDATED 01/13/10 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293688
Date of Incident: 20090708
Vehicle: 2007 TOYOTA COROLLA
Location of Incident: WISTON SALEM, NC
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA COROLLA. WHILE REVERSING OUT OF HIS DRIVE-WAY THE VEHICLE ACCELERATED BACKWARDS WITHOUT INTENTION. AFTER REPEATED BRAKE APPLICATION HE WAS ABLE TO STOP THE VEHICLE. THE MANUFACTURER WAS IN THE PROCESS OF BEING NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 7,000. THE CURRENT MILEAGE WAS 12,000.
Additional Summary:

Toyota ID No: 200707121237
NHTSA ODI No: 10290289
Date of Incident: 20090709
Vehicle: 2007 TOYOTA YARIS
Location of Incident: TUSTIN, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA YARIS. WHILE DRIVING BETWEEN 65-70 MPH SHE APPLIED PRESSURE TO THE BRAKES BUT THE VEHICLE WOULD NOT STOP. HE WAS ABLE TO DECELERATE BY SHIFTING THE VEHICLE INTO THE NEUTRAL GEAR. 2 WEEKS LATER THE VEHICLE ACCELERATED WITHOUT WARNING ONTO THE HIGHWAY. THE DEALER COULD NOT PROVIDE A REMEDY BECAUSE THE FAILURE COULD NOT BE DUPLICATED. THE CURRENT MILEAGE WAS 18,150 AND THE FAILURE MILEAGE WAS 5500.
Additional Summary:

I bought a 2007 Toyota Yaris with power package at Tustin Toyota in Tustin, CA, onj Aug. 17, 2006. I had an incident around July 12, 2007, that I reported to Toyota that day, Case #200707121237

Toyota ID No:
NHTSA ODI No: 10276568
Date of Incident: 20090713
Vehicle: 2008 TOYOTA YARIS
Location of Incident: ALTHA, FL
NHTSA Summary:
ACCELERATOR PETAL STICKING, I TOOK MY FOOT AWAY FROM THE GAS PEDAL IN PREPARATION FOR MY TURN PEDAL STUCK AND CONTINUED TOO ACCELERATE I HAD TO DEPRESS BRAKES TO STOP CAR AND GAS PEDAL RELEASED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293241
Date of Incident: 20090715
Vehicle: 2004 LEXUS ES330
Location of Incident: CHESAPEAKE, VA
NHTSA Summary:
UPON STARTINGAND PUTTING CAR IN REVERSE ENGINE EXPERIENCED UNCONTROLLABLE EXCELLERATION. CAR IT BACKED ACROSS A THE TRAFFIC LANE IN APARKING LOT WITH THE BRAKES APPLIED STUCK TWO PARKED CARS AND ENDED UP ON TOP OF A PLANTING AREA AFTER HITTING A TREE PLANTED THERE. POLICE WERE CALLED AND RESPONDED. THE CAR HAS BEEN LOOKED AT BY A MECHANIC BUT COULD NOT FIND A VISIBLE PROBLEM WITH THE ACCELERATOR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10280359
Date of Incident: 20090715
Vehicle: 2007 TOYOTA HIGHLANDER
Location of Incident: FALLS CHURCH, VA
NHTSA Summary:
MY ACCELERATOR PEDAL GOT CAUGHT BETWEEN MY TOES AND BOTTOM OF MY FOOT AND THE BOTTOM OF AN OPEN-TOED SHOE AND I COULD NOT PULL MYSELF FREE TO STOP MY CAR AND I RAN INTO A STOPPED CAR IN FRONT OF ME AT AN INTERSECTION, WHICH WAS PUSHED INTO ANOTHER CAR. I WAS TRAVELING VERY SLOWLY, BUT MY ACTIVITY IN TRYING TO FREE MY FOOT CAUSED MY CAR TO ACCELERATE SOME. THIS HAD NEVER HAPPENED TO ME BEFORE. WHEN I TOLD A NEIGHBOR SHE SAID THE SAME THING HAD HAPPENED TO HER, BUT THAT SHE WAS NOT OUT IN TRAFFIC AT THE TIME. I NOTICED THAT BOTH OF OUR VEHICLES HAVE VERY NARROW ACCELERATOR PEDALS, AND THAT THIS COULD HAVE HAPPENED TO ANYONE. I HAVE NOT BEEN DRIVING WITH SANDALS SINCE THEN, BUT A GREAT MANY PEOPLE DO. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293368
Date of Incident: 20090715
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: ALTA LOMA, CA

NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA TUNDRA. HE SLIGHTLY TAPPED THE ACCELERATOR PEDAL, AND THEN THE VEHICLES SPEED INCREASED AND CRASHED INTO AN EMBANKMENT. THERE WERE NO REPORTED INJURIES. AN AUTHORIZED TECHNICIAN INSPECTED THE VEHICLE; HOWEVER, HE DID NOT PROVIDE A REMEDY BECAUSE HE COULD NOT DUPLICATE THE FAILURE. HE FILED A COMPLAINT WITH THE MANUFACTURER, IN WHICH A TECHNICIAN SPECIALIST WAS SENT TO INSPECT THE VEHICLE. THE SPECIALIST WAS ALSO UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 44,107
Additional Summary:

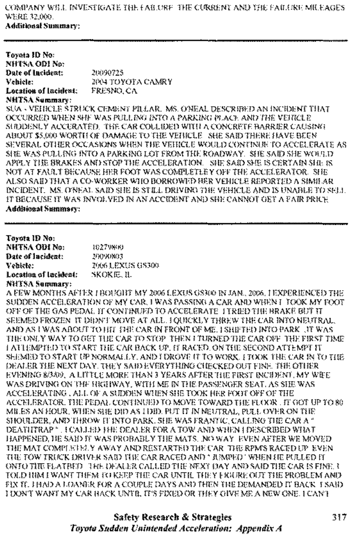
Toyota ID No:
NHTSA ODI No: 10290332
Date of Incident: 20090716
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: NEW YORK, NY
NHTSA Summary:
WHILE APPLYING THE BRAKES TO SLOW DOWN OR TO COME TO A STOP, IF THE CAR HITS A BUMP, POTHOLE OR THE LIKE, THE BRAKES RELEASE MOMENTARILY, CAUSING THE CAR.ES MOMENTUM TO CONTINUE FORWARD LONGER/FURTHER THAN YOU WOULD NORMALLY EXPECT OR WANT. THIS IS ESPECIALLY DANGEROUS WHEN COMING TO A STOP AT A NEW YORK CITY PEDESTRIAN CROSSWALK OR TRYING TO SLOW DOWN WITH A CAR CLOSE IN FRONT OF YOU. I BROUGHT THE CAR INTO THE DEALERSHIP AND HAD IT EVALUATED BY TOYOTA'S FIELD TECHNICAL SPECIALIST WHO REPORTED THE FOLLOWING, ""WHEN [THE CAR] SENSES IMPENDING WHEEL SLIP, IT WILL FIRST DISABLE THE REGENERATIVE BRAKES. WHEN IT DOES THAT IT FEELS LIKE THE CAR SORT OF ACCELERATES BECAUSE YOU LOST THE REGENERATIVE BRAKING AND YOU'RE USING THE BRAKE ASSIST THAT YOU HAVE FROM YOUR FOOT. SO THAT IS 'NORMAL OPERATION' ON THE SYSTEM. IT IS WORKING AS DESIGNED." DESPITE THE EXPLANATIONS FOR WHY THIS IS HAPPENING AND WHETHER OR NOT THIS IS 6NORMAL OPERATION6, THE BOTTOM LINE IS, IF THE CAR IS NOT STOPPING WHEN IT SHOULD, THE SAFETY OF PASSENGERS AND PEDESTRIANS IS IN JEOPARDY. I CALLED AND WROTE TWO CERTIFIED LETTERS TO TOYOTA'S CUSTOMER EXPERIENCE DEPARTMENT AND TO AKIO TOYODA, AND RECEIVED A PHONE CALL FROM AN EXECUTIVE ANALYST FROM THE PRESIDENT'S OFFICE. NO TOYOTA REPRESENTATIVE WOULD DO ANYTHING IN REGARDS TO THE PROBLEM--THEY MAINTAIN THAT THE BRAKING OPERATION IS NORMAL. I HAVE SEEN OTHER COMPLAINTS ON THE NHTSA WEB SITE AND ON PRIUS OWNERS BLOGS THAT CONTRADICT TOYOTA'S ASSERTION AND SUPPORT THE CLAIM THAT THE BRAKES ARE INDEED A SAFETY ISSUE THAT MUST BE ADDRESSED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10277400
Date of Incident: 20090720
Vehicle: 2007 LEXUS GS350
Location of Incident: OCEANSIDE, CA
NHTSA Summary:
2007 LEXUS GS350 SUDDEN ACCELERATION. THIS IS SIMILAR TO REPORTS ON FILE ON LEXUS 2007 ES350. THE GS350 WILL DRIVE AROUND IN PARKING LOT WITHOUT PRESSING ON GASOLINE PEDAL AT 12-15MPH. AT SPEEDS OF 40MPH A SLIGHT PRESSURE ON GAS PEDAL CAUSES ACCELERATION TO 50-60MPH. I AM FORCED TO DRIVE IT WITH TRIPTRONIC TRANSMISSION TO SLOW VEHICLE BECAUSE EXCESSIVE BRAKE PRESSURE REQUIRED TO STOP IT. THIS IN ON-GOING ISSUE. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299168
Date of Incident: 20090724
Vehicle: 2006 LEXUS ES330
Location of Incident: LOS ANGELES, CA
NHTSA Summary:
UNINTENDED ACCELERATION WITH LEXUS VEHICLE. *NJ THE CONSUMER STATED HE SENT A REPORT OF THE VEHICLE ACCIDENT TO NHTSA. THE ACCIDENT WAS DUE TO UNEXPECTED ACCELERATION. THE CONSUMER STATED TOYOTA IS ATTRIBUTING MOST OF THE ACCIDENTS TO FLOOR MAT PROBLEMS WHILE AVOIDING FURTHER INVESTIGATION INTO OTHER POSSIBLE CAUSES. THE CONSUMERS WIFE WAS DRIVING THE VEHICLE, WHEN SUDDENLY THE ENGINE ROARED AND THE VEHICLE SHOT AHEAD, CRASHING OVER A LOW CEMENT WALL, KNOCKING DOWN A METAL RAIL FENCE, COMING TO REST ON TOP OF THE COLLAPSED FENCE WITH HER RIGHT FRONT WHEEL PARTIALLY SUBMERGED IN A BACKYARD POOL. BY THEN THE ENGINE HAD STALLED. *JB UPDATED 01/12/10 *BF THE CONSUMER ALSO STATED THE AIR BAG DID NOT DEPLOY. UPDATED 01/15/10 *JB
Additional Summary:

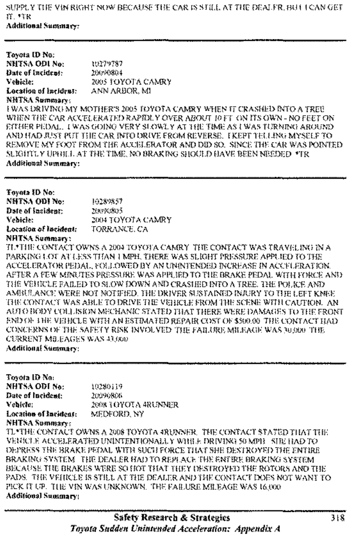
Toyota ID No:
NHTSA ODI No: 10286543
Date of Incident: 20090724
Vehicle: 2006 LEXUS ES330
Location of Incident: FULSHEAR, TX
NHTSA Summary:
WHEN APPROACHING 4-WAY STOP, BRAKES FAILED AND CAR ACCELERATED. CHANGED LANES TO MISS 3 CARS IN FRONT. CAR CONTINUED TO ACCELERATE; BRAKES DID NOT WORK. WENT ON SIDEWALK TO MISS ANOTHER CAR. WENT OVER CROSS STREET & ONTO MEDIAN, HIT SIGNS AND SMALL TREES. CAR CONTINUED ACCELERATING, WENT OVER OTHER SIDE OF CROSS STREET, UP ON GRASS, HITTING SIGNS AND SMALL TREES, HIT BRICK WALL HOLDING SHELL STATION SIGN. CAR STOPPED. AIR BAGS DEPLOYED IN MEDIAN. CAR WAS TOTALED, EVEN SUN ROOF BROKEN, ALL TIRES FLAT. DRIVER & PASSENGERS EXPERIENCED CUTS AND SEVERE BRUISES. WITNESS SAID BRAKE LIGHTS WERE ON BUT CAR CONTINUED TO GAIN SPEED. ACCIDENT NOT CAUSED BY FLOOR MAT MY CAR DID NOT HAVE THEM. THERE'S A PROBLEM WITH THE ELECTRONIC THROTTLE CONTROL ASSOCIATED WITH THE CRUISE CONTROL SYSTEM & COMPUTER THAT CONTROLS THE ENGINE SPEED IN THE LEXUS ES AND IS MODELS. HUNDREDS OF PEOPLE HAVE EXPERIENCED ACCIDENTS WITH THESE CARS. DISAPPOINTED THAT NHTSA SIDES WITH TOYOTA AND ACCEPTS ITS COVERUP THAT IT'S A FLOOR MAT PROBLEM! SOMEONE AT NHTSA NEEDS TO INVESTIGATE THIS SERIOUS PROBLEM BEFORE HUNDREDS OF OTHERS ARE KILLED OR INJURED. TOYOTA HAS KNOWN ABOUT THIS PROBLEM FOR AT LEAST THREE YEARS. MY CAR IS NOT INCLUDED IN THE FLOOR MAT RECALL YET IT WENT INTO THE SAME UNCONTROLLED ACCELERATION AS HUNDREDS OF OTHER LEXUS CARS HAVE IN THE PAST FEW YEARS. WHAT DO WE HAVE TO DO TO GET THE NHTSA TO DO ITS JOB? *TR. TL* THE CONTACT OWNS A 2006 LEXUS ES330. WHILE DRIVING ON A RESIDENTIAL STREET AT 35 MPH HE APPROACHED THE INTERSECTION, HE ATTEMPTED TO ENGAGE THE BRAKE PEDAL AND WAS UNABLE TO STOP THE VEHICLE. TO AVOID CRASHING INTO A VEHICLE HEAD ON, HE CRASHED INTO THE CENTER BARRIER AND A STOP SIGN AT THE GAS STATION. THE VEHICLE STOPPED MOVING WHEN IT CRASHED INTO THE GAS STATION BRICK SIGN. THE DRIVER AND PASSENGER AIR BAGS DEPLOYED AND A TIRE BLOW OUT ALSO OCCURRED. THERE WERE NO INJURIES. THE INSURANCE



COMPANY WILL INVESTIGATE THE FAILURE THE CURRENT AND THE FAILURE MILEAGES WERE 32,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20090725
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: FRESNO, CA
NHTSA Summary:
SUA - VEHICLE STRUCK CEMENT PILLAR. MS. O'NEAL DESCRIBED AN INCIDENT THAT OCCURRED WHEN SHE WAS PULLING INTO A PARKING PLACE AND THE VEHICLE SUDDENLY ACCURATED. THE CAR COLLIDED WITH A CONCRETE BARRIER CAUSING ABOUT $5,000 WORTH OF DAMAGE TO THE VEHICLE. SHE SAID THERE HAVE BEEN SEVERAL OTHER OCCASIONS WHEN THE VEHICLE WOULD CONTINUE TO ACCELERATE AS SHE WAS PULLING INTO A PARKING LOT FROM THE ROADWAY. SHE SAID SHE WOULD APPLY THE BRAKES AND STOP THE ACCELERATION. SHE SAID SHE IS CERTAIN SHE IS NOT AT FAULT BECAUSE HER FOOT WAS COMPLETLEY OFF THE ACCELERATOR. SHE ALSO SAID THAT A CO-WORKER WHO BORROWED HER VEHICLE REPORTED A SIMILAR INCIDENT. MS. O'NEAL SAID SHE IS STILL DRIVING THE VEHICLE AND IS UNABLE TO SELL IT BECAUSE IT WAS INVOLVED IN AN ACCIDENT AND SHE CANNOT GET A FAIR PRICE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10279800
Date of Incident: 20090803
Vehicle: 2006 LEXUS GS300
Location of Incident: SKOKIE, IL
NHTSA Summary:
A FEW MONTHS AFTER I BOUGHT MY 2006 LEXUS GS300 IN JAN., 2006, I EXPERIENCED THE SUDDEN ACCELERATION OF MY CAR. I WAS PASSING A CAR AND WHEN I TOOK MY FOOT OFF OF THE GAS PEDAL IT CONTINUED TO ACCELERATE. I TRIED THE BRAKE BUT IT SEEMED FROZEN. IT DIDN'T MOVE AT ALL. I QUICKLY THREW THE CAR INTO NEUTRAL, AND AS I WAS ABOUT TO HIT THE CAR IN FRONT OF ME, I SHIFTED INTO PARK. IT WAS THE ONLY WAY TO GET THE CAR TO STOP. THEN I TURNED THE CAR OFF. THE FIRST TIME I ATTEMPTED TO START THE CAR BACK UP, IT RACED. ON THE SECOND ATTEMPT IT SEEMED TO START UP NORMALLY, AND I DROVE IT TO WORK. I TOOK THE CAR IN TO THE DEALER THE NEXT DAY. THEY SAID EVERYTHING CHECKED OUT FINE. THE OTHER EVENING 8/3/09, A LITTLE MORE THAN 3 YEARS AFTER THE FIRST INCIDENT, MY WIFE WAS DRIVING ON THE HIGHWAY, WITH ME IN THE PASSENGER SEAT. AS SHE WAS ACCELERATING , ALL OF A SUDDEN WHEN SHE TOOK HER FOOT OFF OF THE ACCELERATOR, THE PEDAL CONTINUED TO MOVE TOWARD THE FLOOR . IT GOT UP TO 80 MILES AN HOUR, WHEN SHE DID AS I DID. PUT IT IN NEUTRAL, PULL OVER ON THE SHOULDER, AND THROW IT INTO PARK. SHE WAS FRANTIC, CALLING THE CAR A " DEATHTRAP ". I CALLED THE DEALER FOR A TOW AND WHEN I DESCRIBED WHAT HAPPENED, HE SAID IT WAS PROBABLY THE MATS. NO WAY. EVEN AFTER WE MOVED THE MAT COMPLETELY AWAY AND RESTARTED THE CAR THE RPM'S RACED UP. EVEN THE TOW TRUCK DRIVER SAID THE CAR RACED AND " JUMPED " WHEN HE PULLED IT ONTO THE FLATBED. THE DEALER CALLED THE NEXT DAY AND SAID THE CAR IS FINE. I TOLD HIM I WANT THEM TO KEEP THE CAR UNTIL THEY FIGURE OUT THE PROBLEM AND FIX IT. I HAD A LOANER FOR A COUPLE DAYS AND THEN THE DEMANDED IT BACK. I SAID I DON'T WANT MY CAR BACK UNTIL IT'S FIXED OR THEY GIVE ME A NEW ONE. I CAN'T

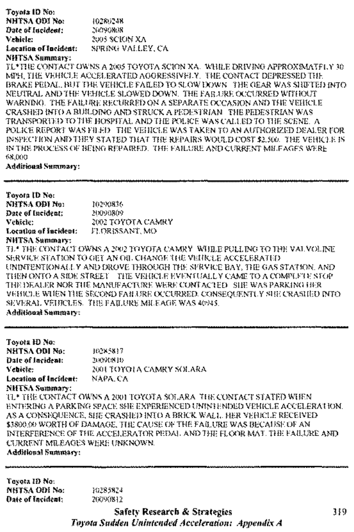


SUPPLY THE VIN RIGHT NOW BECAUSE THE CAR IS STILL AT THE DEALER, BUT I CAN GET IT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10279787
Date of Incident: 20090804
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: ANN ARBOR, MI
NHTSA Summary:
I WAS DRIVING MY MOTHER'S 2005 TOYOTA CAMRY WHEN IT CRASHED INTO A TREE WHEN THE CAR ACCELERATED RAPIDLY OVER ABOUT 10 FT ON ITS OWN - NO FEET ON EITHER PEDAL. I WAS GOING VERY SLOWLY AT THE TIME AS I WAS TURNING AROUND AND HAD JUST PUT THE CAR INTO DRIVE FROM REVERSE. I KEPT TELLING MYSELF TO REMOVE MY FOOT FROM THE ACCELERATOR AND DID SO. SINCE THE CAR WAS POINTED SLIGHTLY UPHILL AT THE TIME, NO BRAKING SHOULD HAVE BEEN NEEDED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10289857
Date of Incident: 20090805
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: TORRANCE, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. THE CONTACT WAS TRAVELING IN A PARKING LOT AT LESS THAN 1 MPH. THERE WAS SLIGHT PRESSURE APPLIED TO THE ACCELERATOR PEDAL, FOLLOWED BY AN UNINTENDED INCREASE IN ACCELERATION. AFTER A FEW MINUTES PRESSURE WAS APPLIED TO THE BRAKE PEDAL WITH FORCE AND THE VEHICLE FAILED TO SLOW DOWN AND CRASHED INTO A TREE. THE POLICE AND AMBULANCE WERE NOT NOTIFIED. THE DRIVER SUSTAINED INJURY TO THE LEFT KNEE. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE FROM THE SCENE WITH CAUTION. AN AUTO BODY COLLISION MECHANIC STATED THAT THERE WERE DAMAGES TO THE FRONT END OF THE VEHICLE WITH AN ESTIMATED REPAIR COST OF $500.00. THE CONTACT HAD CONCERNS OF THE SAFETY RISK INVOLVED. THE FAILURE MILEAGE WAS 30,000. THE CURRENT MILEAGES WAS 43,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10280119
Date of Incident: 20090806
Vehicle: 2008 TOYOTA 4RUNNER
Location of Incident: MEDFORD, NY
NHTSA Summary:
TL*THE CONTACT OWNS A 2008 TOYOTA 4RUNNER. THE CONTACT STATED THAT THE VEHICLE ACCELERATED UNINTENTIONALLY WHILE DRIVING 50 MPH. SHE HAD TO DEPRESS THE BRAKE PEDAL WITH SUCH FORCE THAT SHE DESTROYED THE ENTIRE BRAKING SYSTEM. THE DEALER HAD TO REPLACE THE ENTIRE BRAKING SYSTEM BECAUSE THE BRAKES WERE SO HOT THAT THEY DESTROYED THE ROTORS AND THE PADS. THE VEHICLE IS STILL AT THE DEALER AND THE CONTACT DOES NOT WANT TO PICK IT UP. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 16,000.
Additional Summary:

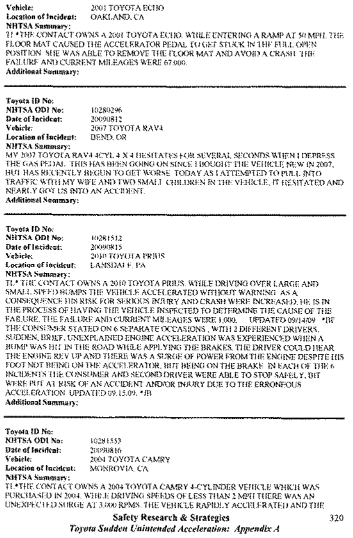


Toyota ID No:
NHTSA ODI No: 10280248
Date of Incident: 20090808
Vehicle: 2005 SCION XA
Location of Incident: SPRING VALLEY, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA SCION XA. WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE ACCELERATED AGGRESSIVELY. THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE FAILED TO SLOW DOWN. THE GEAR WAS SHIFTED INTO NEUTRAL AND THE VEHICLE SLOWED DOWN. THE FAILURE OCCURRED WITHOUT WARNING. THE FAILURE RECURRED ON A SEPARATE OCCASION AND THE VEHICLE CRASHED INTO A BUILDING AND STRUCK A PEDESTRIAN. THE PEDESTRIAN WAS TRANSPORTED TO THE HOSPITAL AND THE POLICE WAS CALLED TO THE SCENE. A POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION AND THEY STATED THAT THE REPAIRS WOULD COST $2,500. THE VEHICLE IS IN THE PROCESS OF BEING REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 68,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290836
Date of Incident: 20090809
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: FLORISSANT, MO
NHTSA Summary:
TL* THE CONTACT OWNS A 2002 TOYOTA CAMRY. WHILE PULLING TO THE VALVOLINE SERVICE STATION TO GET AN OIL CHANGE THE VEHICLE ACCELERATED UNINTENTIONALLY AND DROVE THROUGH THE SERVICE BAY, THE GAS STATION, AND THEN ONTO A SIDE STREET. THE VEHICLE EVENTUALLY CAME TO A COMPLETE STOP. THE DEALER NOR THE MANUFACTURE WERE CONTACTED. SHE WAS PARKING HER VEHICLE WHEN THE SECOND FAILURE OCCURRED. CONSEQUENTLY SHE CRASHED INTO SEVERAL VEHICLES. THE FAILURE MILEAGE WAS 40945.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285817
Date of Incident: 20090810
Vehicle: 2001 TOYOTA CAMRY SOLARA
Location of Incident: NAPA, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2001 TOYOTA SOLARA. THE CONTACT STATED WHEN ENTERING A PARKING SPACE SHE EXPERIENCED UNINTENDED VEHICLE ACCELERATION. AS A CONSEQUENCE, SHE CRASHED INTO A BRICK WALL. HER VEHICLE RECEIVED $3800.00 WORTH OF DAMAGE. THE CAUSE OF THE FAILURE WAS BECAUSE OF AN INTERFERENCE OF THE ACCELERATOR PEDAL AND THE FLOOR MAT. THE FAILURE AND CURRENT MILEAGES WERE UNKNOWN.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285824
Date of Incident: 20090812



Vehicle: 2001 TOYOTA ECHO
Location of Incident: OAKLAND, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2001 TOYOTA ECHO. WHILE ENTERING A RAMP AT 50 MPH, THE FLOOR MAT CAUSED THE ACCELERATOR PEDAL TO GET STUCK IN THE FULL OPEN POSITION. SHE WAS ABLE TO REMOVE THE FLOOR MAT AND AVOID A CRASH. THE FAILURE AND CURRENT MILEAGES WERE 67,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10280296
Date of Incident: 20090812
Vehicle: 2007 TOYOTA RAV4
Location of Incident: BEND, OR
NHTSA Summary:
MY 2007 TOYOTA RAV4 4CYL 4 X 4 HESITATES FOR SEVERAL SECONDS WHEN I DEPRESS THE GAS PEDAL. THIS HAS BEEN GOING ON SINCE I BOUGHT THE VEHICLE NEW IN 2007, BUT HAS RECENTLY BEGUN TO GET WORSE. TODAY AS I ATTEMPTED TO PULL INTO TRAFFIC WITH MY WIFE AND TWO SMALL CHILDREN IN THE VEHICLE, IT HESITATED AND NEARLY GOT US INTO AN ACCIDENT.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10281512
Date of Incident: 20090815
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: LANSDALE, PA
NHTSA Summary:
TL* THE CONTACT OWNS A 2010 TOYOTA PRIUS. WHILE DRIVING OVER LARGE AND SMALL SPEED BUMPS THE VEHICLE ACCELERATED WITHOUT WARNING. AS A CONSEQUENCE HIS RISK FOR SERIOUS INJURY AND CRASH WERE INCREASED. HE IS IN THE PROCESS OF HAVING THE VEHICLE INSPECTED TO DETERMINE THE CAUSE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 1,000. UPDATED 09/14/09 *BF THE CONSUMER STATED ON 6 SEPARATE OCCASIONS , WITH 2 DIFFERENT DRIVERS, SUDDEN, BRIEF, UNEXPLAINED ENGINE ACCELERATION WAS EXPERIENCED WHEN A BUMP WAS HIT IN THE ROAD WHILE APPLYING THE BRAKES. THE DRIVER COULD HEAR THE ENGINE REV UP AND THERE WAS A SURGE OF POWER FROM THE ENGINE DESPITE HIS FOOT NOT BEING ON THE ACCELERATOR, BUT BEING ON THE BRAKE. IN EACH OF THE 6 INCIDENTS THE CONSUMER AND SECOND DRIVER WERE ABLE TO STOP SAFELY, BUT WERE PUT AT RISK OF AN ACCIDENT AND/OR INJURY DUE TO THE ERRONEOUS ACCELERATION. UPDATED 09.15.09. *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10281553
Date of Incident: 20090816
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: MONROVIA, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY 4-CYLINDER VEHICLE WHICH WAS PURCHASED IN 2004. WHILE DRIVING SPEEDS OF LESS THAN 2 MPH THERE WAS AN UNEXPECTED SURGE AT 3,000 RPMS. THE VEHICLE RAPIDLY ACCELERATED AND THE

CONTACT ALMOST CRASHED INTO THE GARAGE. AN INDEPENDENT MECHANIC STATED THAT THERE WAS A FAULTY COMPUTER CHIP IN THE GAS PEDAL. THE COMPUTER CHIP WAS REPLACED AT THE OWNER'S EXPENSE FOR $750. THE MANUFACTURER ADVISED THE CONTACT THAT THEY WOULD CALL HIM BACK AFTER THEY SPOKE WITH MANAGEMENT. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 26,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290848
Date of Incident: 20090816
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: WATERBURY, CT
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA COROLLA. WHILE APPROACHING A STOP LIGHT BETWEEN 2 TO 10 MPH THE VEHICLE ACCELERATED PAST THE LIGHT WITHOUT INTENTION. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THEY COULD NOT FIND THE PROBLEM. THE FAILURE MILEAGE WAS 105,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296093
Date of Incident: 20090816
Vehicle: 2007 TOYOTA HIGHLANDER
Location of Incident: LA MESA, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA HIGHLANDER. WHEN ENTERING A PARKING SPACE THE VEHICLE ACCELERATED FORWARD WITHOUT INTENTION. CONSEQUENTLY SHE CRASHED INTO A SIGN. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN INSTALLED A SECONDARY HOOK TO SECURE THE FLOOR-MAT. THE FAILURE MILEAGE WAS 50398. THE CURRENT MILEAGE WAS 50998.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292642
Date of Incident: 20090826
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: DURHAM, NC
NHTSA Summary:
I WAS DRIVING ALONG A RESIDENTIAL STREET (35 MPH) AND I WAS STOPPED AT A STOPLIGHT. WHEN THE LIGHT CHANGED, I BEGAN ACCELERATING UPHILL. ONCE I REACHED MY DESIRED SPEED OF 35 MPH, I REMOVED MY FOOT FROM THE ACCELERATOR BUT THE CAR CONTINUED TO INCREASE IN SPEED (I WAS STILL TRAVELING UPHILL). I IMMEDIATELY PUT THE CAR INTO NEUTRAL, PULLED OFF TO THE SIDE OF THE ROAD, AND TURNED THE IGNITION OFF. FIFTEEN MINUTES LATER, I TURNED THE CAR BACK ON AND THE ENGINE IMMEDIATELY REVVED UP, ALTHOUGH MY FOOT WAS NOT ON THE ACCELERATOR; BASED ON THE SOUND OF THE ENGINE, I WOULD ESTIMATE THAT IT SURPASSED 4000 RPM. I TURNED THE CAR OFF AND 15 MINUTES LATER I TURNED THE CAR ON ONLY TO MEET WITH THE SAME RESULTS. WHEN THE TOW TRUCK DRIVER ARRIVED, HE NOTICED THAT THE THROTTLE VALVE WAS STUCK IN THE OPEN POSITION. HE CLOSED THE THROTTLE AND THIS FIXED THE PROBLEM. A FEW DAYS LATER, I BROUGHT THE CAR TO A TOYOTA DEALER. THEY TOLD ME THAT THERE WAS A KINK IN THE THROTTLE CABLE THAT MAY HAVE CAUSED IT TO GET STUCK. HOWEVER, THEY

WERE NOT ABLE TO PROVIDE A DEFINITIVE DIAGNOSIS BECAUSE THE PROBLEM WAS NOT REPEATABLE AND, THEREFORE, DID NOT REPLACE THE CABLE. I HAVE HAD THE CAR FOR 6.5 YEARS AND THIS HAS ONLY HAPPENED TWICE (THE OTHER TIME WAS IN EARLY 2008 AND OCCURRED ON A HIGHWAY). IN LIGHT OF RECENT MEDIA REPORTS ON ACCELERATION PROBLEMS IN TOYOTAS, I MUST NOTE THAT I HAVE THE ORIGINAL FLOOR MATS AND THAT THEY ARE, AND ALWAYS HAVE BEEN, PROPERLY SECURED IN PLACE. I DID NOT NOTICE WHETHER OR NOT THE ACCELERATOR WAS STUCK, BUT I WAS ONLY TRAVELING 35 MPH, SO THE ACCELERATOR WAS NOT DEPRESSED ENOUGH TO GET CAUGHT UNDER THE FLOOR MAT. THE PARTS ARE STILL AVAILABLE SINCE I DID NOT REPLACE THE CABLE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20090827
Vehicle: 2009 TOYOTA RAV4
Location of Incident: ELMHURST, NY
NHTSA Summary:
3 passengers injured - Driver was ticketed for unsafe lane change. Per accident report "the driver was on I-90 traveling westbound when change lanes unsafely from the driving lane to the passing lane at unsafe speeds resulted in losing control of the vehicle striking a tree in the median of the south side of the roadway."
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10283433
Date of Incident: 20090831
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: WAYNESBORO, PA
NHTSA Summary:
I PURCHASED A 2003 TOYOTA CAMRY IN THE FALL OF 2002. ONE WEEK AFTER THE PURCHASE I WAS AT A STOP SIGN, WITH MY FOOT ON THE BRAKE, AND THE CAR SUDDENLY ACCELERATED. I TAPPED THE ACCELERATOR BUT THE ENGINE CONTINUED TO ACCELERATE WITH THE TACHOMETER READING NEARLY 9,000 RPM'S. I TURNED THE ENGINE OFF WITH THE IGNITION. THE NEXT DAY I CALLED MY DEALER (FITZGERALD TOYOTA, CHAMBERSBURG, PA.) AND REPORTED THE INCIDENT AND IT WAS SUGGESTED I HAD STEPPED ON THE ACCELERATOR VS. THE BRAKE. I DIDN'T ARGUE THE POINT AND THE CAR PERFORMED FINE UP UNTIL TWO WEEKS AGO WHEN THE SAME THING HAPPENED TWICE WITHIN THREE DAYS. I SPOKE WITH FITZGERALD TOYOTA YESTERDAY (JAY NEWCOMER) TO ASCERTAIN IF ANYONE ELSE HAD REPORTED A SIMILAR PROBLEM. I WAS TOLD "FITZGERALD HADN'T HEARD ANYTHING ABOUT A PROBLEM WITH SUDDEN ACCELERATION. THIS MORNING I CHECKED ON THE INTERNET AND FOUND THIS PROBLEM WAS FAIRLY COMMON WITH TOYOTA'S OF THAT YEAR PLUS OTHER YEAR'S MODELS. IS THE NHTSA AWARE OF A PROBLEM WITH TOYOTA'S AND SUDDEN ACCELERATION? *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297789
Date of Incident: 20090901
Vehicle: 2004 TOYOTA COROLLA
Location of Incident: DANVERS, MA

NHTSA Summary:
REGARDING SUDDEN ACCELERATION IN THE TOYOTA COROLLA: ALTHOUGH THIS PROBLEM HAS RECENTLY BEEN WIDELY REPORTED ON THE NEWS IN OTHER MODELS I HAVE EXPERIENCED DOZENS OF EVENTS IN THE TOYOTA COROLLA FOR AN ENTIRELY DIFFERENT REASON. THE SPACING BETWEEN THE BRAKE PEDAL AND THE ACCELERATOR IS SO CLOSE THAT ANYONE WHO HAS BIG FEET SUCH AS ME (I WEAR A MEN'S 12 WIDE SHOE) CAN EASILY HIT THE ACCELERATOR AT THE SAME TIME THE BRAKE IS HIT. THIS PROBLEM BECAME SUCH AN ISSUE FOR ME SINCE MY ELDERLY MOTHER OWNS 2 DIFFERENT TOYOTA COROLLA THAT I AVOID USING HER CARS WHENEVER POSSIBLE. HOWEVER BECAUSE SHE IS SO OLD AND CANNOT EASILY GET INTO CARS THAT ARE LOW TO THE GROUND BECAUSE OF THEIR SMALL WHEEL DIAMETERS I DO TAKE HER IN HER CAR AT TIMES. THERE IS HARDLY A SINGLE INSTANCE IN WHICH I DRIVE THE CAR THAT I DO NOT EXPERIENCE PROBLEMS. I ALSO TRIED ABOUT 5 YEARS AGO TO BUY MY OWN TOYOTA COROLLA BUT BEING AWARE OF THE PROBLEM I ASKED THE DEALER IF HE COULD MOVE THE BRAKE PEDAL AND HE TOLD ME THERE WAS NOTHING THAT COULD BE DONE. THIS CAR IS VERY DANGEROUS FOR ANYONE WITH FEET LARGER THAN THE NORMAL. I EXPECT THAT IN JAPAN THEY MUST HAVE SMALL FEET FOR CREATING SUCH A STUPID BLUNDER. THIS VEHICLE SHOULD BE REMOVED FROM THE ROAD. I EXPERIENCED THE PROBLEM IN MORE THAN ONE MODEL YEAR. MY MOTHER OWNS TWO DIFFERENT MODEL YEARS. THE CAR I TEST DROVE ON THE DEALERS LOT WAS ANOTHER MODEL YEAR. SO AT LEAST 3 DIFFERENT MODEL YEARS AFTER 2004 HAVE THE PROBLEM. IT CAN EASILY BE SEEN JUST BY LOOKING AT THE PEDAL SPACING. THIS BLUNDER IN DESIGN IS HARD TO BELIEVE SINCE IT IS SO STUPID. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294347
Date of Incident: 20090904
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: STATESVILLE, NC
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA TUNDRA. WHILE DRIVING 5 MPH INTO A PARKING LOT, THE ACCELERATOR PEDAL BECAME STUCK. THE VEHICLE UNCONTROLLABLY ACCELERATED OVER A CURB AND CRASHED INTO A BUILDING. THE CONTACT WAS APPLYING EXTREME PRESSURE TO THE BRAKE PEDAL, HOWEVER, THE VEHICLE WOULD NOT STOP. HE WAS FORCED TO SHIFT GEARS INTO NEUTRAL, REACH DOWN AND PULL THE PEDAL FROM THE FLOOR. THERE WERE NO INJURIES. THE VEHICLE WAS DRIVEN TO THE DEALER AND TESTED; YET, THE DEALER STATED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE DEALER ALSO TESTED THE MICRO CHIP IN THE ENGINE AND IT REGISTERED THERE WERE NO FAILURES. THE FAILURE MILEAGE WAS 29,828.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285021
Date of Incident: 20090908
Vehicle: 2007 TOYOTA HIGHLANDER
Location of Incident: GALENA, MO
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA HIGHLANDER. THE CONTACT STATED THAT WHEN ATTEMPTING TO EXIT A PARKING SPACE, THE ALL WEATHER FLOOR MATS THAT HE PURCHASED IN 2007 CAUSED THE ACCELERATOR PEDAL TO STICK. AS A

CONSEQUENCE HE CRASHED INTO SEVERAL TREES. THE VEHICLE WAS COMPLETELY DESTROYED. HE AND THREE OTHER OCCUPANTS WERE INJURIED. THE MANUFACTURER AND THE DEALER WERE BOTH NOTIFIED. THE CURRENT AND FAILURE MILEAGES WERE 41,212.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10289197
Date of Incident: 20090915
Vehicle: 2007 LEXUS RX350
Location of Incident: DAYTON, OH
NHTSA Summary:
2007 LEXUS 350 RX - AT LEAST 3 TIMES IT HAS ENGAGED IN SUDDEN ACCELERATION. THE DEALER TOLD ME THEY COULD FIND NOTHING WRONG. NOW I FIND THAT IT IS A COMMON OCCURRENCE. PLEASE REGISTER MY NAME TO THOSE HAVING HAD SAFETY PROBLEMS. THERE HAS BEEN NO ACCIDENT (YET)! *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293724
Date of Incident: 20090916
Vehicle: 2006 TOYOTA HIGHLANDER
Location of Incident: FRESH MEADOWS, NY
NHTSA Summary:
I WAS IN A PARKING LOT, MADE A RIGHT TURN TO PULL INTO A PARKING SPACE. I SLOWED DOWN BUT IT SEEMED THE CAR ACCELERATED. IN A MATTER OF SECONDS, THE CAR WENT THROUGH A ROW OF BUSHES AND SLAMMED INTO A TREE. THE ENTIRE FRONT END OF THE CAR HAD TO BE REPLACED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10284961
Date of Incident: 20090916
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: DIX HILLS, NY
NHTSA Summary:
ON THREE OCCASIONS, WHILE DRIVING ON CLEAN, DRY ROAD SURFACES, MY 2010 PRIUS SUDDENLY AND BRIEFLY ACCELERATED WITHOUT ANY WARNING AFTER I DROVE OVER MINOR BUMPS AND, ONE I OCCASION, A MANHOLE COVER, WHILE BRAKING. THE SENSATION WAS THAT OF THE ENGINE SUDDENLY SURGING AND ACCELERATING. I WAS FORTUNATELY ABLE TO APPLY HARDER PRESSURE TO THE BRAKE PEDAL, REGAINED CONTROL OF THE VEHICLE AND AVOIDED CRASHING INTO THE CAR IN FRONT OF ME. I SPOKE WITH A TOYOTA FIELD TECHNICAL SPECIALIST TODAY WHO TOLD ME THAT THE MECHANICS OF THE CAR ARE SUCH THAT IF A WHEEL HITS A BUMP OR MOVES ONTO A SURFACE THAT CAUSES IT TO ROTATE AT A DIFFERENT RATE VERSUS THE OTHER WHEELS, THE CAR THINKS IT IS GOING INTO A SKID, AND THE ABS SYSTEM KICKS IN. ALSO, THE SYSTEM THAT GENERATES ENERGY TO RECHARGE THE BATTERY, WHICH ALSO EFFECTIVELY BRAKES THE CAR, SUDDENLY CEASES TO OPERATE. CONSEQUENTLY, YOU HAVE THE SENSATION OF ACCELERATION WHEN IN FACT, ACCORDING TO THE TOYOTA SPECIALIST, THE CAR STOPPED DECELERATING. NONETHELESS, THIS SUDDEN DECELERATION IS UNEXPECTED, AND IF I WAS NOT FOCUSED AT THOSE EXACT MOMENTS AND FAILED TO IMMEDIATELY APPLY SIGNIFICANT PRESSURE TO THE BRAKE

PEDAL, I COULD HAVE EASILY CRASHED INTO AN OBJECT, OR CAR, OR PERSON, IN FRONT OF ME. I DO NOT FEEL SAFE IN THIS CAR, AND AM WORRIED THAT MY WIFE OR SON COULD HAVE A MAJOR PROBLEM RESPONDING TO THIS SUDDEN LACK OF CONTROL. THERE IS GREAT POTENTIAL FOR SERIOUS INJURY OR DEATH FROM THIS TYPE OF INCIDENT. MY CAR IS ABOUT 1 MONTH OLD, WITH 1,250 MILES ON IT. I UNDERSTAND FROM THE SPECIALIST THAT TOYOTA DEALERSHIPS ON LONG ISLAND HAVE HAD AT LEAST ONE OTHER SIMILAR COMPLAINT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292844
Date of Incident: 20090917
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: RIVERSIDE., CA
NHTSA Summary:
MY WIFE WAS PULLING INTO THE GARAGE AND THE AUTOMOBILE JUST TOOK OFF . LUCKILY SHE WAS STOPPED BY THE END OF THE CARPORT BY CONCRETE STEPS. SECOND, MY WIFE AND GRANDCHILD WHERE AT SHOPPING CENTER. MY WIFE WAS BACKING OUT OF A PARKING SPACE AND THE CAR, AS BEFORE, JUST TOOK OFF AT FULL THROTTLE. THIS TIME SHE WENT INTO A 180 DEGREE SPIN AND STRUCK THREE OTHER AUTOS, WITH EXTENSIVE DAMAGES TO OUR CAT AND OTHERS. WE HAVE TAKEN THE AUTOMOBILE TWO TIMES TO THE DEALER AND THEY SAY THEY FIND NOTHING WRONG. BEING THAT THIS CONDITION HAS HAPPENED TWICE. SO FAR, BOTH MY WIFE AND I ARE VERY CONCERNED AND WOULD LIKE THIS PROBLEM SOLVED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297706
Date of Incident: 20090917
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: HOUSTON, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2004 TOYOTA CAMRY. SHE STATED THAT WHILE DRIVING NOT MORE THAN 5 MPH THE VEHICLE ACCELERATED ON ITS OWN WHILE HER FOOT WAS ON THE BRAKE PEDAL. THE VEHICLE CRASHED INTO HER GARAGE AND A TREE. THE VEHICLE WAS DESTROYED. THE CONTACT SUSTAINED MINOR INJURIES AFTER SHE HIT THE STEERING WHEEL DURING THE CRASH. SHE WAS TRANSPORTED TO A HOSPITAL. THE AIR BAGS DID NOT DEPLOY. THE DEALER WAS CONTACTED, HOWEVER, THE RECORDING MADE IT IMPOSSIBLE FOR TO SPEAK WITH SOMEONE. NO REPAIRS WERE MADE. THE INSURANCE COMPANY WAS NOTIFIED. THE FAILURE AND CURRENT MILEAGE WERE 45000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10288966
Date of Incident: 20090918
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: JAMAICA PLAIN, MA
NHTSA Summary:
MY NEW 2010 PRIUS ACCELERATED ON IT'S OWN AS I WAS BRAKING AND SLOWLY APPROACHING THE CAR IN FRONT OF ME THAT WAS STOPPED AT A STOP LIGHT QUITE SOME DISTANCE AWAY. MY CAR HAD ALMOST COME TO A COMPLETE STOP WHEN SUDDENLY THE ENGINE REVVED ON IT'S OWN AS MY FOOT WAS STILL ON THE BRAKE. I

HAD TO PRESS DOWN SO HARD ON THE BREAK TO KEEP IT FROM SURGING FORWARD THAT THE ABS LIGHT CAME ON AND THEN THE CAR'S REV WENT DOWN ON IT'S OWN AND ALL WAS BACK TO NORMAL AND HADN'T HAPPENED AGAIN SINCE. I BROUGHT THE CAR TO THE DEALER AND THEY KEPT IT FOR TWO DAYS BUT DIDN'T FIND ANYTHING WRONG WITH IT. I HAVE TWO SMALL CHILDREN AND BOUGHT THIS CAR FOR A NUMBER OF REASONS, SAFETY BEING ONE OF THE IMPORTANT ONES. I AM NO LONGER FEELING SAFE. THIS WAS NOT THE FLOOR MATS, OR A SUDDEN STOP MISTAKING ONE PEDAL FOR ANOTHER, OR ANY OTHER FORM OF DRIVER ERROR. THIS WAS THE CAR! PLEASE HELP TO DISCOVER THE CAUSE AND MAKE TOYOTA FIX IT BEFORE SOMEONE GETS HURT OR KILLED. THANK YOU. CHRIS TOPPIN *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292225
Date of Incident: 20090919
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: SKOKIE, IL
NHTSA Summary:
I WAS SLOWLY PULLING INTO A PARKING SPOT AT THE MALL AND THE CAR SUDDENLY ACCELERATED AND I CRASHED INTO A TREE. THE ENGINE SOUNDED LIKE IT WAS DRIVING 100MPH. I CALLED THE TOYOTA DEALER AND THEY SAID IT WAS PROBABLY DUE TO THE CAR MATS. I DONT BELIEVE THAT BECAUSE MY MATS WERE IN PLACE AFTER THE CRASH. THERE WAS MAJOR DAMAGE TO THE CAR AND THE TREE *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290973
Date of Incident: 20090920
Vehicle: 2007 TOYOTA HIGHLANDER
Location of Incident: DOWNERS GROOVE, IL
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA HIGHLANDER HYBRID. WHEN APPLYING PRESSURE TO THE BRAKE PEDAL, THE ENGINE WOULD INTERMITTENTLY REV, AND THE VEHICLE WOULD NOT DECELERATE. HE SPECULATED THAT THE ENGINE CONTROL SYSTEM FAILED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN STATED THERE WAS NO DIAGNOSTIC TESTING EQUIPMENT AVAILABLE TO DETECT THE MALFUNCTION. THE FAILURE MILEAGE WAS 40,000. THE CURRENT MILEAGE WAS 40,076
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286022
Date of Incident: 20090923
Vehicle: 2003 TOYOTA RAV4
Location of Incident: MOUNT PROSPECT, IL
NHTSA Summary:
NHTSA COMPLAINT-
TL*THE CONTACT OWNS A 2003 TOYOTA RAV4. WHILE DRIVING IN REVERSE, THE VEHICLE BEGAN TO HESITATE. THE CONTACT LIGHTLY ENGAGED THE BRAKE PEDAL AND THE VEHICLE CONTINUED TO HESITATE. THE CONTACT ALSO APPLIED PRESSURE TO THE BRAKE PEDAL AND THE VEHICLE ACCELERATED IN REVERSE AT A HIGHER SPEED. THE FAILURE CAUSED THE CONTACT TO CRASH INTO A VEHICLE, A TREE, AND A POLE

WHICH ALSO CAUSED THE PASSENGER SIDE WINDOW TO SHATTER. THE SHATTERED GLASS WAS LODGED IN THE CONTACT'S NOSE AND HE WAS TAKEN TO THE EMERGENCY ROOM. THE CONTACT CANNOT CONFIRM IF THE FLOOR MATS CAUSED THE FAILURE TO OCCUR. THE VEHICLE HAS NOT BEEN INSPECTED TO DETERMINE IF IT WAS DESTROYED. THE CURRENT AND FAILURE MILEAGE WERE 23,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293497
Date of Incident: 20090925
Vehicle: 2006 TOYOTA COROLLA
Location of Incident: DERRY, NH
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA COROLLA. WHILE ENTERING A PARKING SPACE THE VEHICLE SUDDENLY ACCELERATED WITHOUT INTENTION. CONSEQUENTLY SHE REAR-ENDED ANOTHER VEHICLE, AND THEN STRUCK A TELEPHONE POLE. THE VEHICLE WAS COMPLETELY DESTROYED, AND NONE OF THE AIR BAGS DEPLOYED. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED AWAY FROM THE CRASH SITE. THE FAILURE MILEAGE WAS 80,000. UPDATED 12/07/09 *BF UPDATED 12/07/09 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286282
Date of Incident: 20090926
Vehicle: 2007 TOYOTA 4RUNNER
Location of Incident: WAYNE, PA
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA 4 RUNNER. WHILE DRIVING 45 MPH THE VEHICLE ACCELERATED TO 90 MPH. HE HAD TO DRIVE OVER GRASS AND SMALL SHRUBS TO DECELERATE. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. THE TECHNICIAN COULD NOT DUPLICATE THE FAILURE, THEREFORE THEY COULD NOT PROVIDE A REMEDY. THE FAILURE AND CURRENT MILEAGES WERE 23,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285353
Date of Incident: 20090926
Vehicle: 2001 TOYOTA SIENNA
Location of Incident: GLENDALE, AZ
NHTSA Summary:
THANK YOU IN ADVANCE FOR YOUR CONSIDERATION OF THIS COMPLAINT. MY WIFE AND CHILDREN WERE NEARLY INVOLVED IN A SERIOUS ACCIDENT YESTERDAY DUE TO SUDDEN UNCONTROLLED ACCELERATION IN OUR MINIVAN. BEFORE YOU EVEN CONSIDER THAT IT MAY BE DRIVERS ERROR, AS EVIDENCED BY THE MYRIAD OF DISCUSSION ON THIS MATTER ON THE INTERNET, THE PROBLEM WAS CONFIRMED BY THE TOW TRUCK DRIVER AND ME; THE VAN CURRENTLY IS STUCK IN FULL ACCELERATION UPON STARTING---I TESTED THIS NUMEROUS TIMES YESTERDAY AND TODAY. THERE IS NO OBSTRUCTION TO THE THROTTLE CABLE, PEDAL, NOR A FLOOR MAT ISSUE. I HAVE CLEARLY CHECKED THESE ITEMS. THERE ARE NUMEROUS SIMILAR COMPLAINTS ONLINE BUT APPARENTLY THEY HAVE NOT BEEN ACKNOWLEDGED/ADDRESSED BY TOYOTA OR NHTSA. THANKS *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293025
Date of Incident: 20090927
Vehicle: 2003 TOYOTA AVALON
Location of Incident: CLARKSTON, MI
NHTSA Summary:
AT 70MPH CAR WILL ACCELERATE APROX. 5MPH, THEN DROP BACK TO 70MPH. UPON EXITING THE FREEWAY, THE CAR WOULD NOT DECELERATE LOWER THAN 40MPH. I APPLIED BRAKES, PUT CAR IN NEUTRAL, AND TURNED ENGINE OFF. UPON RESTARTING, OPERATION RETURNED TO NORMAL. THIS SAME DEFECT HAS OCCURRED TWICE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286053
Date of Incident: 20090927
Vehicle: 2007 LEXUS RX350
Location of Incident: TINLEY PARK, IL
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 LEXUS RX350. THE FLOOR MATS HAVE A TENDENCY TO MAKE CONTACT WITH THE ACCELERATOR PEDAL. THE MALFUNCTION OCCURRED AT A CAR WAS AND THE CONTACT WAS FORCED TO SHUT THE ENGINE OFF AND REMOVE THE FLOOR MATS. THE FAILURE MILEAGE WAS 75,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285775
Date of Incident: 20090929
Vehicle: 2003 TOYOTA CAMRY SOLARA
Location of Incident: CLINTON, MD
NHTSA Summary:
TL*THE CONTACT OWNS A 2003 TOYOTA SOLARA. THE ALL WEATHER FLOOR MATS INTERFERED WITH THE ACCELERATOR PEDAL. AS A CONSEQUENCE, HER RISK FOR A VEHICLE CRASH WAS INCREASED. THE DEALER AND THE MANUFACTURER HAVE NOT BEEN NOTIFIED. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 74,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290297
Date of Incident: 20090930
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: NEWTOWN, PA
NHTSA Summary:
RE: 2010 PRIUS. WHEN BRAKING OVER A POTHOLE, THE CAR SURGED FORWARD SUDDENLY (SUDDEN ACCELERATION DESPITE BRAKING). *TR
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10290810
Date of Incident: 20091001
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: OWINGS MILLS, MD
NHTSA Summary:
I HAVE A 2010 TOYOTA PRIUS AND IT ACCELERATES RANDOMLY. USUALLY WHEN I PUSH ON THE BRAKE A LITTLE BIT, BUT NOT ALL THE WAY, IT WILL JUMP FORWARD AND ACCELERATE. I HEARD ABOUT THE ISSUES WITH THE MAT AND I REMOVED THE MAT MONTHS AGO. ITS IS STILL UNINTENTIONALLY ACCELERATING. IT HAS HAPPENED MAY 6 TIMES SINCE I BOUGHT THE CAR IN JULY. I AM SCARED TO DRIVE IT AND HAVE BEEN DRIVING MY SPARE CAR UNTIL SOMETHING IS DONE BY TOYOTA OR SOMEONE ELSE THAT CARES ABOUT THE SAFETY OF DRIVERS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293723
Date of Incident: 20091006
Vehicle: 2005 TOYOTA 4RUNNER
Location of Incident: LOS ANGELES, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA 4 RUNNER. SHE STATED THAT WHILE MAKING A LEFT TURN INTO A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED, LEAPED FORWARD AND CRASHED INTO A BRICK WALL. THE TOYOTA DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE IDENTICAL FAILURE OCCURRED PREVIOUSLY; HOWEVER, IT DIDNT RESULT IN A CRASH. NO REPAIRS HAD BEEN MADE TO CORRECT THE FAILURE. THE VIN WAS NOT AVAILABLE. THE CURRENT AND FAILURE MILEAGES WERE UNDER 35,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290917
Date of Incident: 20091006
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MIAMI, FL
NHTSA Summary:
I AM WRITING THIS LETTER ON BEHALF OF MY MOTHER. SHE DRIVES A 2002 TOYOTA CAMRY. LAST WEEK SHE INFORMED ME THAT HER CAR ¬ DID IT AGAIN¬ AND THAT SHE IS AFRAID TO DRIVE THE CAR. WELL, I DIDN¬ T FULLY UNDERSTAND WHEN SHE SAID HER CAR WOULD SOMETIMES ACCELERATE IN BURSTS UNTIL I SAW NIGHTLINE LAST NIGHT REGARDING THE TOYOTA RUN-AWAY CAR ISSUE. HERE ARE THE INCIDENCES THAT HAVE HAPPENED TO MY MOM: 1)ON THE MORNING OF SEPTEMBER 3, 2009, SHE WAS BACKING OUT OF HER SPACE AT A SUPERMARKET PARKING LOT AND ¬ THE CAR BACK OUT REALLY FAST¬ . SHE WAS SO AFRAID THAT SHE WAS GOING TO HIT SOMEONE. LUCKILY, NO ONE WAS BEHIND HER SO NO ONE GOT HURT. SHE TRIED APPLYING THE BRAKES TO NO AVAIL AND THEN TRIED MOVING THE GEARS AND EVENTUALLY THE CAR STOPPED. 2)ON SEPTEMBER 20, 2009, SHE WAS BACKING OUT FROM HER HOME AND THE CAR ¬ TOOK OFF AND WENT BACK REALLY FAST AND THEN SPUN AROUND AND THEN HIT A TREE ACROSS THE STREET ¬ IN THE NEIGHBOR¬ S SWELL. SHE HIT THE BRAKE PEDAL BUT THE CAR DID NOT STOP. SHE THEN TURNED THE IGNITION OFF AND THE CAR EVENTUALLY STOPPED. 3)ON OCTOBER 6, 2009, SHE WAS BACKING OUT FROM GETTING HER HAIR DONE AND ¬ THE CAR ACCELERATED, TURNED AROUND AND WENT TOWARDS THE HOUSE ACROSS THE STREET AND THEN WENT STRAIGHT INTO THE BACKYARD OF

THE HOUSE---HITTING THE SIDE OF THE HOUSE ALONG THE WAY¬ . THE CAR WAS OUT OF CONTROL. THE BRAKES DIDN¬ T WORK. THE CAR BROKE DOWN THE CLOTHES LINE. THANK GOD THAT NEITHER SHE, THE PASSENGER, NOR THE OWNER OF THE HOUSE GOT HURT. THE OWNER OF THE HOUSE WAS UNDER A CAR - FIXING IT IN THE BACKYARD. HAD HE NOT BEEN UNDER THE CAR, SHE FELT SURE THAT THE CAR WOULD HAVE HIT HIM. 4)ON OCTOBER 27, 2009 SHE WAS DRIVING ABOUT 40 MILES PER HOUR WHEN THE CAR ¬ JUST TOOK OFF GOING REALLY FAST¬ . SHE TOOK HER FEET OFF OF THE GAS PEDAL AND TRIED TO USE THE BRAKES. THAT¬ S WHEN SHE TOLD ME THAT SHE WAS SO SCARED AND DIDN¬ T WANT TO DRIVE THE VEHICLE ANYMORE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091006
Vehicle: 9999 TOYOTA YARIS
Location of Incident: ,
NHTSA Summary:
UK accident
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295872
Date of Incident: 20091009
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: MONROE TOWNSHIP, NJ
NHTSA Summary:
TL* THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE EXITING A PARKING LOT, THE VEHICLE BEGAN TO ACCELERATE WITHOUT INTENTION. AFTER REPEATED BRAKE APPLICATION THE VEHICLE WOULD NOT STOP. CONSEQUENTLY HE CRASHED THROUGH A FENCE AND THEN INTO A BUILDING. THE AIR BAGS DID DEPLOY. HOWEVER HE AND HIS WIFE WERE INJURED (HIS WIFE HAD A FRACTURED VERTEBRAE AND OTHER ISSUES) AS A RESULT OF THE FAILURE. A POLICE REPORT WAS TAKEN. THE VEHICLE WAS COMPLETELY DESTROYED. THE MANUFACTURER WAS NOTIFIED, AND REPRESENTATIVE WAS SENT TO INSPECT THE BRAKES. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 25,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299720
Date of Incident: 20091010
Vehicle: 2003 TOYOTA AVALON
Location of Incident: RALEIGH, NC
NHTSA Summary:
CAR ACCELERATES ON ITS OWN. THERE ARE NO FLOOR MATS IN DRIVER SIDE OF CAR. HAPPENED A TOTAL OF THREE TIMES SINCE 2005. MILAGE ON FIRST OCCURANCE ABOUT 30000 ON LAST OCCURANCE 70000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10289099

Date of Incident: 20091012
Vehicle: 2002 TOYOTA CAMRY SOLARA
Location of Incident: SINKSBURG, MD
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY SOLARA. THE FLOOR-MATS ARE SHIFTING UNDER THE ACCELERATOR PEDAL. THE MATS WERE EXCHANGED TWICE. THE DEALER WAS NOTIFIED, AND A TECHNICIAN ADVISED HER TO REMOVE THE DRIVER-SIDE FLOOR-MAT. HER VEHICLE WAS NOT INCLUDED IN THE TOYOTA FLOOR-MAT RECALL. THE FAILURE MILEAGE WAS 119,732.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294241
Date of Incident: 20091012
Vehicle: 2005 TOYOTA MATRIX
Location of Incident: WOODBRIDGE, VA
NHTSA Summary:
WHILE DRIVING MY 2005 TOYOTA MATRIX WITH 40,000 MILES, I WAS PULLING INTO A PARKING SPACE, CAR WAS NOT EVEN GOING 1 MILE AN HOUR, HAD TAKEN MY FOOT OFF OF THE GAS PEDAL, DID NOT EVEN HAVE A CHANCE TO PUT MY FOOT ON THE BRAKES, WHEN THE CAR SUDDENLY ACCELERATED, MADE A NOISE, JUMPED THE CURB AND SMASHED INTO A BUILDING. THE CAR HAD $3,000 WORTH IN DAMAGES LEAVING A CRACK IN THE BRICK WALL OF THE BUILDING CAUSING STRUCTURAL DAMAGE. THE SUDDEN, UNINTENDED ACCELERATION HAD NOTHING TO DO WITH THE FLOOR MAT. NOTHING HAS BEEN DONE TO CORRECT THE FAILURE AS TOYOTA WOULD NOT ADDRESS THE ISSUE AT ALL, SAYING THAT THE MATRIX WAS NOT PART OF THE RECALL. TOYOTA HAS NOT ACCOMMODATED ME AT ALL WITH THIS INCIDENT. I AM TERRIFIED WHEN I DRIVE NOW THAT IT WILL HAPPEN AGAIN, NOT TO MENTION THE WORTH OF THE CAR BECAUSE OF THE ACCIDENT. DUE TO THIS I AM LOOKING FOR ANOTHER VEHICLE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291212
Date of Incident: 20091013
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: FORT WORTH, TX
NHTSA Summary:
I BOUGHT A 2010 PRIUS IN SEPTEMBER 2009. IN OCTOBER, I DROVE OVER A POTHOLE THAT WAS ABOUT 6 INCHES DEEP AND COVERED THE ENTIRE WIDTH OF THE LANE. HERE IS WHAT IT FELT LIKE HAPPENED: WHEN THE BACK WHEELS HIT THE BOTTOM OR THE TOP OF THE POTHOLE, MY CAR SUDDENLY ACCELERATED AND I HAD A VERY DIFFICULT TIME STOPPING IT. I MANAGED TO NOT CRASH INTO THE CAR IN FRONT OF ME, BUT JUST BARELY. IT HASN'T HAPPENED SINCE. THE POTHOLE WAS APPARENTLY THE RESULT OF WORK ON THE ROAD, B/C IT WAS SQUARED, LIKE THE PAVEMENT HAD BE INTENTIONALLY CUT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291666
Date of Incident: 20091016
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: OAKDALE, CA

NHTSA Summary:
IB. I HAVE A 2005 TOYOTA CAMRY. I READ A RECENT ARTICLE REGARDING THE LEXUS AND TOYOTA HAVING UNEXPECTED ACCELERATION. THIS HAS HAPPENED TO ME 3 TIMES IN THE LAST 30 DAYS. THE FIRST COUPLE OF TIMES I WAS COMING TO A STOP AT A STOP SIGN AND AT A RED LIGHT. I WAS APPLYING MY BRAKES AND THE CAR SUDDENLY ACCELERATED FOR A COUPLE OF SECONDS. I HAD TO PUT A LOT MORE PRESSURE ON THE BRAKES TO STOP. THE THIRD INCIDENT HAPPENED IN A PARKING LOT. I PULLED IN THE LOT BEHIND ANOTHER CAR AND WAS APPLYING THE BRAKES. I WAS STOPPED WITH THE BRAKES APPLIED AND SUDDENLY THE CAR ACCELERATED. LUCKILY I STILL HAD MY FOOT ON THE BRAKES OTHERWISE I WOULD HAVE HIT THE CAR IN FRONT OF ME. I DID, HOWEVER BURN RUBBER AS THE TIRES SPUN WHILE I HAD TO PRESS DOWN HARD ON THE BRAKES. I TOOK IT IN TO MY MECHANIC. THEY CALLED A TOYOTA DEALERSHIP IN MODESTO, CA TO SEE IF THERE WAS A RECALL FOR THIS PROBLEM OR IF THEY HAD HEARD OF A SIMILAR TYPE PROBLEM. THEY SAID THERE WAS NO RECALL FOR THIS PROBLEM AND WERE NOT AWARE OF OTHER INCIDENTS. TO ME THIS WAS A VERY SCARY SITUATION. WHEN YOU APPLY THE BRAKES YOU WOULD EXPECT TO STOP, NOT HAVE THE CAR ACCELERATE. THIS COULD VERY EASILY RESULT IN A CRASH. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292918
Date of Incident: 20091017
Vehicle: 2007 TOYOTA SIENNA
Location of Incident: RUSSELL, PA
NHTSA Summary:
ON OCTOBER 17TH, 2009, WHILE PULLING INTO THE PARKING LOT OF MCDONALD'S, MY VAN SUDDEN ACCELERATED AS I ENTERED THE PARKING SPACE, THE MOTOR WAS ROARING. I WOULD HAVE BEEN TURNING INTO MY SPACE. MY FOOT WOULD HAVE BEEN OVER THE BRAKE AND I MAY HAVE STARTED TO PRESS THE BRAKE. WHEN THE VEHICLE SURGED FORWARD, THINKING MY FOOT WAS ON THE GAS, I IMMEDIATELY MOVED IT FURTHER TO THE LEFT AND PRESSED THE BRAKE TO THE FLOOR. I REMEMBER THINKING THIS THING ISN'T SLOWING DOWN ONE BIT NOR WAS IT STOPPING, IT FELT POSSESSED. IT SLAMMED INTO A HEAVY DUTY VAN, ROCKING IT HARD AND DOING CONSIDERABLE DAMAGE TO OUR VAN. I DID TELL THE OFFICER AT THE SCENE THAT I MUST HAVE HAD MY FOOT ON THE GAS, IT WAS THE ONLY THING THAT MADE LOGICAL SENSE TO ME AT THE TIME. IN REPLAYING THE EVENTS IN MY MIND, I WAS SURE MY FOOT WAS OVER THE BRAKE, AND THAT I DIDN'T PRESS ANYTHING HARD UNTIL AFTER THE VEHICLE ACCELERATED, AFTER I MOVED MY FOOT FURTHER TO THE LEFT. I HAVE SINCE AMENDED MY REPORT WITH THE OFFICER AT THE SCENE AND MY INSURANCE COMPANY. THE FRONT-END DAMAGE ON THE VAN HAS BEEN REPAIRED. ON NOVEMBER 17TH A TECHNICAL SPECIALIST FROM TOYOTA WENT OVER THE VAN. THEY RELEASED THE VAN BACK TO US WITHOUT TELLING US ANYTHING. MY PAST HISTORY WILL SHOW I AM A SAFE DRIVER AND I DO NOT PANIC EASILY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291057
Date of Incident: 20091018
Vehicle: 2004 TOYOTA RAV4
Location of Incident: TUCSON, AZ
NHTSA Summary:

TL* THE CONTACT OWNS A 2004 TOYOTA RAV4. WHILE DRIVING 35 MPH HIS VEHICLE ACCELERATED TO A HIGH SPEED. AND WOULD NOT DECELERATE. CONSEQUENTLY HE CRASHED INTO A POLE. SHE SUSTAINED MULTIPLE INJURIES AND WAS HOSPITALIZED. THE POLICE WERE STILL CONDUCTING AN INVESTIGATION. AND A REPORT WILL BE AVAILABLE IF NECESSARY. THE VEHICLE WAS TOWED TO AN IMPOUND. THE TOYOTA MANUFACTURER WAS NOT CALLED. THE FAILURE MILEAGE WAS 80,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293097
Date of Incident: 20091018
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: PRESCOTT, AZ
NHTSA Summary:
I AM FILING THIS COMPLAINT WITH REFERENCE TO ODI #'S 10183308 AND 10288886. THESE ODI'S WERE PUT IN BY ME. THESE ARE LEAD UP'S TO THIS COMPLAINT. AFTER THE COLLISION WITH THE POLARIS I DROVE MY VEHICLE HOME. THE NEXT DAY I DROVE THE VEHICLE TO TIM'S TOYOTA IN PRESCOTT AZ. WHERE THE VEHICLE WAS PURCHASED. THEY LOOKED AT THE VEHICLE AND SAID THAT THEY WOULD CALL FOR A FACTORY REP TO LOOK AT MY VEHICLE. THIS WAS TO BE ON NOV. 9, 2009. I DID DRIVE MY VEHICLE TO YARNELL AZ FOR DEER SEASON. I DROVE THE VEHICLE BACK TO PRESCOTT TO MEET WITH THE FACTORY REP. HE DID WHATEVER THEY DO AND SAID HE HAD ALL THE INFORMATION HE NEEDED. HE ALSO TOLD ME TO GO AHEAD AND GET AN ESTIMATE FOR THE REPAIRS BUT NOT TO HAVE IT REPAIRED UNTIL I HEARD FROM TOYOTA. THE PRELIMINARY ESTIMATE IS JUST SHY OF $2000.00. THIS ESTIMATE WAS GIVEN TO JEFF LOCKE TO BE SENT TO TOYOTA. MY QUESTION TO ALL OF THIS IS, WHY DID TOYOTA ALLOW ME TO DRIVE THIS VEHICLE AFTER THE MEETING, WHEN THEY KNOW THAT I AM DRIVING A TIME BOMB. ALSO WHY HASN'T NATIONAL HIGHWAY SAFETY INVOLVED ITSELF INTO AN INVESTIGATION OF ITS OWN? I NOW KNOW THE VERBIAGE FOR THE INCIDENT. IT IS CALLED " SUDDEN UNINTENDED ACCELERATION" WHICH IS TIED TOGETHER WITH THE CRUISE CONTROL, THROTTLE BODY AND OTHER ELECTRICAL, VACUUM CONTROLLED , MECHANICAL UNITS. LOOK IT UP FOR YOURSELVES. IT WILL OPEN YOUR EYE'S TO WHAT IS GOING ON WITH THIS CONDITION. MY VEHICLE SITS IN MY GARAGE SO ANYTIME NATIONAL HIGHWAY SAFETY WANTS TO DO AN INVESTIGATION IS FINE WITH ME. TOYOTA HAS NOT DONE A PROPER EVALUATION OF THE ISSUE. MY INSURANCE COMPANY IS BEHIND ME 100% AND IS NOW GOING TO CONTACT TOYOTA TO TRY TO FIND THE CAUSE FOR "SUDDEN ACCELERATION" AND CRUISE CONTROL UNITS TO BEHAVE THE WAY THAT THEY ARE. RACING TO OVER 5000 RPM'S AND HUNTING GEARS THE WAY THEY DO IS JUST NOT THE WAY THEY ARE SUPPOSED TO OPERATE. TOYOTA WOULD HAVE US BELIEVE THAT A FLOOR MAT IS AT FAULT AND NOW THE WHOLE PEDAL ASSEMBLY. OR IS IT THAT WE DON'T KNOW THE GAS FROM THE BRAKE PEDAL?
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294935
Date of Incident: 20091019
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: MT. PROSPECT, IL
NHTSA Summary:
TL- THE CONTACT OWNS A 2005 TOYOTA SIENNA . HE STATES THAT COMING TO A STOP WITH HIS FOOT ON THE BRAKES, WITHOUT A WARNING THE VEHICLE SURGED FORWARD AND HIT SOME BUSHES, AND WENT TO A DRIVEWAY AND THEN WAS ABLE TO TURN AND HIT A BOULDER TO STOP THE VEHICLE. THE VEHICLE WAS THEN DRIVEN TO A TOYOTA

DEALER WHERE THEY REPAIRED THE BODY THAT WAS DAMAGED TO THE FRONT BUMPER. CONTACT TOLD THEM ABOUT THE ACCELERATION PROBLEM. THEY TOLD HIM THAT THERE WAS NOTHING WRONG WITH THE VEHICLE AND THAT THE VEHICLE WAS NOT INCLUDED IN THE RECENT TOYOTA RECALL FLOOR MATS RECALL. THEY ALSO SAID THAT THE PETAL PROBABLY GOT STUCK. THERE IS A POLICE REPORT. THE FAILURE MILEAGE WAS 52000 AND CURRENT MILEAGE WAS 55000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291094
Date of Incident: 20091021
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: BREMERTON, WA
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA CAMRY. WHILE ATTEMPTING TO STOP, THE VEHICLE CONTINUED TO ACCELERATE. CONSEQUENTLY SHE REAR-ENDED ANOTHER VEHICLE. THE BUMPER AND THE HOOD OF THE VEHICLE WERE DAMAGED. THE DEALER STATED THAT SINCE THE INSURANCE COMPANY PROVIDED HER WITH ASSISTANCE, THEY WOULD ONLY DOCUMENT THE FAILURE. THE INSURANCE COMPANY COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 47000. THE CURRENT MILEAGE WAS 47003.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291202
Date of Incident: 20091021
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: ROCKVILLE, MD
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA COROLLA. WHILE MAKING A U-TURN, HER VEHICLE SUDDENLY ACCELERATED TO OVER 100 MPH. AS A CONSEQUENCE SHE CRASHED INTO A DUMP TRUCK, AND THEN INTO A POLE. TWO OCCUPANTS RECEIVE MINOR INJURIES. THERE WAS A POLICE REPORT TAKEN AT THE SCENE OF THE INCIDENT. THE VEHICLE WAS COMPLETELY DESTROYED. . HE HAD NOT CONTACTED THE DEALERSHIP OR THE MANUFACTURER TO-DATE. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 57,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10289387
Date of Incident: 20091021
Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: MURRAITA, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA HIGHLANDER HYBRID. WHILE APPROACHING A RED LIGHT, THE VEHICLE ACCELERATED TWICE BEFORE COMING TO A COMPLETE STOP. THE VEHICLE WAS TAKEN TO A DEALER BUT THE ISSUE HAS NOT BEEN REMEDIED. THE VEHICLE WAS NOT INCLUDED IN THE FLOOR MAT RECALL #06V253000. THE CONTACT IS AWARE OF THE SAFETY RISK SINCE HE COULD HAVE INJURED SOMEONE. THE FAILURE MILEAGE WAS 86,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290157
Date of Incident: 20091022
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: KANEOHE, HI
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. ON OCTOBER 22, 2009 SHE ATTEMPTED TO DRIVE OUT OF A PARKING SPACE AND SUDDENLY THE VEHICLE ACCELERATED AND CAUSED HER TO CRASH INTO TWO PARKED VEHICLES. SHE WAS FORCED TO CRASH INTO THE PARKED VEHICLES OR A WALL IN ORDER TO BRING THE VEHICLE TO A STOP TO AND AVOID A TRAGEDY. THE DRIVER AND PASSENGER SUSTAINED INJURIES. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER STATED THAT THE SUDDEN ACCELERATION WAS DUE TO THE FLOOR MAT; HOWEVER, THE HOOKS ON THE FLOOR MAT HAVE AN ADDITIONAL COVER AND WAS NOT TOUCHING THE ACCELERATOR PEDAL. THE AIR BAG DID NOT DEPLOY WHEN SHE CRASHED INTO THE THIRD VEHICLE. THE DEALER STATED THE AIR BAG SENSOR IS LOCATED IN THE MIDDLE AND THAT THE CRASH OCCURRED ON THE RIGHT SIDE OF THE VEHICLE WHICH IS WHY THE AIR BAG DID NOT DEPLOY. THE HONOLULU POLICE REPORT NUMBER 09383098. THE VEHICLE WILL BE REPAIRED. THE FAILURE AND CURRENT MILEAGE WERE 30,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091022
Vehicle: 2009 LEXUS RX 350
Location of Incident: VALPRAISO, IN
NHTSA Summary:
Additional Summary:
"UNINTENTIONAL ACCELERATION/MVA -NO INJURIES. Carolyn was backing out of a friend's driveway. She felt the engine start to rev up while it was still in neutral. She thought it was odd but she put the car in reverse to leave. The car took off down the driveway, across the street, into the neighbor's yard and up a hill into an Oak tree. She was not injured but her car, a 2009 Lexus 350 SUV, was totalled. NOTE - MS. SLYS SAID THE POLICE OFFICER DID NOT BELIEVE HER ACCOUNT OF WHAT HAPPENED

Toyota ID No:
NHTSA ODI No: 10290794
Date of Incident: 20091024
Vehicle: 2006 TOYOTA MATRIX
Location of Incident: ALBUQUERQUE, NM
NHTSA Summary:
ON THREE SEPARATE OCCASIONS OUR 2006 TOYOTA MATRIX HAS ACCELERATED ON ITS OWN WITHOUT WARNING. ON ALL THREE OCCASIONS WE HAVE BEEN ABLE TO SLIP THE TRANSMISSION OUT OF DRIVE INTO NEUTRAL OR SLAM THE BRAKES ON TO STOP THE ACCELERATION. THE MOST RECENT TIME THIS OCCURRED WAS LAST WEEKEND. THE MOST PREVIOUS WAS THREE MONTHS AGO. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290009
Date of Incident: 20091026

Vehicle: 2000 LEXUS GS300
Location of Incident: LOS ANGELES, CA
NHTSA Summary:
UNINTENDED ACCELERATION WITHOUT PRESSING ACCELERATOR. HAS OCCURRED PREVIOUSLY. CAR IS A 2000 LEXUS GS 300 WITH 107,000 MILES. FLOOR MATS WERE NOT THE CAUSE. PUT CAR IN NEUTRAL, IT RACED TO RED LINE AND WENT BACK TO IDLE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294024
Date of Incident: 20091026
Vehicle: 2007 TOYOTA MATRIX
Location of Incident: SANTA FE, NM
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA MATRIX. WHILE DRIVING BETWEEN 25 MPH AND 80 MPH THE POWER STEERING WOULD FAIL. ALSO THE ACCELERATOR PEDAL REMAINS APPLIED, EVEN AFTER APPLICATION. THE VEHICLE WAS TAKEN TO THE DEALER. BUT THE TECHNICIAN WAS UNABLE TO REMEDY THE FAILURE. THE REGIONAL MASTER TECH SENT BY THE MANUFACTURER COULD NOT LOCATE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS CONTACTED AGAIN, BUT NO ASSISTANCE WAS PROVIDED. THE CURRENT MILEAGE WAS 26,000. THE FAILURE MILEAGE WAS 2,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296586
Date of Incident: 20091026
Vehicle: 2002 TOYOTA RAV4
Location of Incident: AUBURN, CA
NHTSA Summary:
TL* THE CONTACT OWNS A 2002 TOYOTA RAV4. WHILE SHIFTING THE VEHICLE IN DRIVE THE VEHICLE WOULD NOT ACCELERATE PAST 4 MPH. THEN WITHOUT WARNING THE VEHICLE BEGAN TO RAPIDLY ACCELERATE. EVENTUALLY HE WAS ABLE TO GAIN CONTROL OF THE VEHICLE. THE VEHICLE WAS THEN TAKEN TO THE TOYOTA DEALER AND THE TECHNICIAN STATED THAT THE COMPUTER WAS OVERRIDING THE TRANSMISSION. A NEW COMPUTER WAS INSTALLED IN THE VEHICLE. ALL THE REPAIRS HAVE BEEN DONE UNDER THE OWNERS EXPENSE. THE FAILURE HAS BEEN REPORTED TO THE OFFICE OF CONSUMERS AFFAIRS AND TO TOYOTA. THE FAILURE MILEAGE WAS 111000. THE CURRENT MILEAGE WAS 111400.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295509
Date of Incident: 20091028
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: INDIAN VALLEY, VA
NHTSA Summary:
CAR WAS EXITING A MEDIUM RIGHT TURN WHEN THE CAR ACCELERATED RAPIDLY WENT THRU A FENCE AND HIT A TREE. *TR
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10291762
Date of Incident: 20091029
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: COLUMBUS, NJ
NHTSA Summary:
TL* THE CONTACT OWNS A 2002 TOYOTA CAMRY. WHILE IN TRAFFIC, THE VEHICLE SUDDENLY ACCELERATED INTO ANOTHER VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. SINCE THE TECHNICIANS COULD NOT IDENTIFY THE CAUSE OF THE FAILURE, NO REPAIRS WERE MADE. HE TRADED THE VEHICLE. THE FAILURE AND CURRENT MILEAGES WERE 47,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293022
Date of Incident: 20091030
Vehicle: 2002 TOYOTA AVALON
Location of Incident: YUKON, OK
NHTSA Summary:
TOYOTA AVALON '02 ACCELERATED AND HAD NO BRAKES GOING DOWN 35-40' DRIVEWAY. WOULD KNOCK PARKED CAR THROUGH HOUSE IF I DID NOT TURN. STEERED INTO RAILROAD-TIE HOLDING BERM. BOUNCING OFF THE TIE SLOWED MOMENTUM OF CAR. WAS ABLE TO TURN. STILL CRASHED INTO PARKED CAR. TOTALED MY CAR AND PARKED CAR. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293710
Date of Incident: 20091030
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: MELVILLE, NY
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA CAMRY. WHILE ATTEMPTING TO PARK, THE VEHICLE SUDDENLY ACCELERATED. THE VEHICLE STRUCK A CEMENT BOULDER, AND THEN CRASHED INTO A PARKED VEHICLE. THE VEHICLE THEN SPUN AROUND SEVERAL TIMES AND BECAME LODGED BETWEEN A TREE AND A POLE. A POLICE REPORT WAS FILED. THE VEHICLE WAS REPAIRED SHORTLY THEREAFTER AT THE OWNER'S EXPENSE. THE FAILURE MILEAGE WAS 3,150. THE CURRENT MILEAGE WAS 3,500.
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091100
Vehicle: 2004 PONTIAC VIBE
Location of Incident: ,
NHTSA Summary:
Additional Summary:
Pontiac vibe spontaneous acceleration We have been following with interest spontaneous accereleration in Toyota vehicles with interest since we have had now 2 incedences of sudden acceleration in our 2004 Pontiac vibe. Which is a joint venture between toyota and GM. The first incident was in 2006 and then 2 weeks ago. Fortunately neither incident caused any damage or injury but very easily could have. We brought the vehicle in and the dealer could find nothing wrong and GM won't do anything until it happens again and then only if they can duplicate it. We aren't willing to drive it nor are we willing to trade it off on someone who will inherit a car that has this problem. can you tell us if Pontiac Vibe is part of your investigation or who we should be in contact with to deal with this issue. Thanks

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Toyota ID No:
NHTSA ODI No: 10296552
Date of Incident: 20091101
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: PLYMOUTH, MN
NHTSA Summary:
TL* THE CONTACT OWNS A 2003 TOYOTA CAMRY. WHILE ENTERING A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED OVER AN EMBANKMENT, AND THEN INTO A CEMENT WALL. THE DRIVER RECEIVED INJURIES TO THE LOWER PART OF THE BODY. THE INSURANCE COMPANY TOOK THE VEHICLE TO THE BODY SHOP. THE INSURANCE COMPANY ALSO INVESTIGATED THE ACCELERATOR, AND CONCLUDED THAT NOTHING WAS WRONG WITH THE VEHICLE. HOWEVER, TWO YEARS PRIOR THE VEHICLE SUDDENLY ACCELERATED SEVERAL TIMES. WHEN THE FAILURE OCCURRED HE WAS ABLE TO REGAIN VEHICLE CONTROL. THE FAILURE MILEAGE WAS 55,000. THE CURRENT MILEAGE WAS 60,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291079
Date of Incident: 20091102
Vehicle: 2007 TOYOTA COROLLA
Location of Incident: SPRINGFIELD, MO
NHTSA Summary:
IN AUGUST 2009 THE COMPUTER WAS REPLACED ON MY 2007 TOYOTA COROLLA BECAUSE IT DIED IN THE MIDDLE OF THE INTERSECTION. SINCE THAT TIME, MY CAR WILL SUDDENLY REV UP AND ACCELERATE ON IT'S OWN. I TOOK IT TO THE DEALER SERVICE CENTER A FEW WEEKS AGO AND AFTER HAVING IT FOR A WEEK, RETURNED IT TO ME AND STATED NOTHING WAS WRONG. ON NOVEMBER 2ND, MY CAR SUDDENLY ACCELERATED PULLING INTO MY DRIVEWAY AND I HAD TO KNOCK IT OUT OF GEAR AND STAND UP ON THE BRAKE TO GET IT TO STOP. I CALLED THE DEALER AND HE SAID TO CALL TOYOTA THAT HE WOULD NOT DO ANYTHING WITH THE CAR. I HAVE A CAR IN MY GARAGE THAT I CANNOT DRIVE FOR SAFETY REASONS, NO HELP FROM TOYOTA, AND I WILL NEVER DRIVE IT AGAIN AS I HAVE HAD RE-OCCURRING NIGHTMARES BECAUSE OF THIS INCIDENT AS MY TWINS WERE PLAYING IN THE DRIVEWAY AND I HAD JUST PASSED MY SON ON HIS TRICYCLE AND STOPPED AND PUT MY DAUGHTER ON MY LAP TO PULL INTO THE GARAGE WHEN THIS HAPPENED. I HAVE ASKED FOR A FULL REFUND ON THE CAR AND TONY STUBBLEFIELD WITH RELIABLE TOYOTA IN SPRINGFIELD MO SAID THAT THE BEST HE COULD DO WAS ALLOW ME TO TRADE IT IN THERE. THIS DID HAPPEN TO ME. I HAVE NEVER IN MY LIFE FILED A LAW SUIT, AND I WOULD LIKE THIS CAR TAKEN AWAY AND THE SITUATION RECTIFIED OR I WILL BE LEFT WITH NO OTHER ALTERNATIVE BUT TO SEEK THE SERVICES OF AN ATTORNEY. THIS STRESS IS CAUSING ME HEALTH ISSUES. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290939
Date of Incident: 20091103
Vehicle: 2007 TOYOTA HIGHLANDER
Location of Incident: STONEHAM, MA

NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA HIGHLANDER. WHILE HE WAS ATTEMPTING TO APPLY THE BRAKES AT 5 MPH THE PEDAL FELL TO THE FLOOR. THE VEHICLE LURCHED FORWARD OVER A STONE LEDGE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, BUT THE TECHNICIANS COULD NOT DUPLICATE THE FAILURE, THEREFORE THEY COULD NOT PROVIDE A REMEDY. THE CURRENT AND FAILURE MILEAGES WERE 18000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291181
Date of Incident: 20091104
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: CHICAGO, IL
NHTSA Summary:
2010 TOYOTA PRIUS ACCELERATES SLIGHTLY WHEN BRAKE IS COMPRESSED AND CAR IS TRAVELING OVER LARGE ROAD BUMPS OR MANHOLE COVERS/SLIPPERY SURFACES (MULTIPLE TIMES EACH TIME I DRIVE). I HAVE NOT YET REPORTED THIS TO TOYOTA, BASED ON THE ONLINE AND NEWS-BROADCAST ACCOUNTS OF HOW TOYOTA HAS RESPONDED TO MUCH MORE SERIOUS ACCELERATION ISSUES. I INTEND TO ATTEMPT RETURNING THE VEHICLE TO THE COMPANY FOR A FULL REFUND. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291963
Date of Incident: 20091108
Vehicle: 2005 LEXUS RX330
Location of Incident: LOUISVILLE, KY
NHTSA Summary:
TL* THE CONTACT OWNS A 2005 LEXUS RX30. WHILE ENTERING A PARKING SPACE SHE APPLIED PRESSURE TO THE BRAKE PEDAL, AND THEN THE VEHICLE ACCELERATED WITHOUT INTENTION. CONSEQUENTLY, THE VEHICLE CRASHED INTO A BUILDING. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO A COLLISION CENTER. THE FRONT END OF THE VEHICLE RECEIVED $9,088 WORTH OF DAMAGE. THE FAILURE AND CURRENT MILEAGES WERE 22,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292146
Date of Incident: 20091109
Vehicle: 2006 SCION XA
Location of Incident: EL PASO, TX
NHTSA Summary:
SUDDEN ACCELERATION INCIDENT. FIRST TIME IT HAPPENED. 2006 SCION XA. DRIVING BACK FROM N.M. ON I-25. GOING APPROX. 65 MPH. WAS PASSING CAR ON RIGHT WHEN CAME TO A HILL. HAD TO ACCELERATE. SUDDENLY CAR ENGINE REVVED UP, MADE A LOUD NOISE AND RAPIDLY ACCELERATED. I COULDN'T SLOW IT DOWN BECAUSE THE BRAKES WOULDN'T WORK. I MANAGED TO GET AROUND THE CAR AND TRIED TO SLOW DOWN THE CAR SO THAT I COULD GET OFF ON THE RIGHT SHOULDER AND STOP THE CAR. SOMEHOW MANAGED TO SLOW THE CAR ENOUGH (I'M NOT SURE HOW BECAUSE THE BRAKES WOULDN'T WORK) TO GET OFF ON THE RIGHT SHOULDER. PULLED THE EMERGENCY BRAKE TO STOP THE CAR AND TURNED IT OFF. TRIED TO START IT AGAIN, AND IT WAS DOING THE SAME THING. TURNED IT OFF AND WAITED FOR AWHILE. FINALLY TURNED THE CAR BACK ON, AND IT WAS OPERATING NORMALLY. MANAGED TO GET TO MY DESTINATION SAFELY. HAVEN'T TAKEN IT TO TOYOTA. NOT SURE THEY WOULD DO ANYTHING. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298151
Date of Incident: 20091110
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: CHICAGO, IL
NHTSA Summary:
2010 PRIUS ACCELERATION SURGE - WHEN I DRIVE OVER A SEWER COVER OR ANY SIMILAR INDENTATIONS IN THE ROADWAY THE VEHICLE SURGES FORWARD IN AN AGGRESSIVE MANNER. I NEED TO APPLY THE BRAKES OR STEER TO AVOID ANY OBJECT IN THE PATH OF THE VEHICLE. IT IS VERY UNSETTLING AND DANGEROUS SINCE THE SURGE IS STRONG AND UNPREDICTABLE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292024
Date of Incident: 20091111
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: OTTUMWA, IA
NHTSA Summary:
2005 TOYOTA CAMRY. I WAS PARKING MY CAR ON CITY STREET. SLOWING TO STOP, FOOT ON BRAKE. READY TO PLACE SHIFTER IN PARK. MY CAR TOOK OFF "LIKE A ROCKET" I COULD NOT STOP IT. MY FOOT NEVER LEFT THE BRAKE, BUT IT DID NO GOOD. CAR ACCELERATED LIKE MY CAR WAS "FLOORED". DID NOT STOP UNTIL IT REAR-ENDED ANOTHER PARKED CAR. NOW I WORRY ABOUT POSSIBLE "AT FAULT ACCIDENT" ON MY INSURANCE RECORD, A CITATION FROM LAWS ENFORCEMENT AND DAMAGE TO BOTH CARS!!!!!!!!!!! AS WELL AS SHEER TERROR. THANKFULLY, NO INJURY TO HUMANS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291877
Date of Incident: 20091111
Vehicle: 2008 TOYOTA RAV4
Location of Incident: POTTSTOWN, PA
NHTSA Summary:
WHEN COMING TO A STOP AT THE END OF A HIGHWAY EXIT RAMP, I WAS BRAKING AT APPROXIMATELY 5 - 10 MPH. AS I APPROACHED THE CAR IN FRONT OF ME I NOTICED THE CAR WAS NOT RESPONDING AS IT NORMALLY DOES TO A SLIGHT DEPRESSION OF THE BRAKE PEDAL. MY CAR SEEMED TO KEEP MOVING AND NOT SLOW DOWN IN IT'S NORMAL BRAKING CHARACTERISTIC. I DEPRESSED THE BRAKE PEDAL MUCH FIRMER AND THE CAR SLOWED BUT THE ENGINE BEGAN TO INCREASE IN RPMS (AS NOTED BY THE ENGINE SOUND AND VISUALLY BY TACHOMETER INDICATION). MY FOOT WAS OFF THE ACCELERATOR AT THIS TIME. I PUSHED THE BREAK PEDAL DOWN A HARD AS I COULD AND THE CAR STILL MOVED FORWARD. FINALLY, I PUT THE TRANSMISSION (AUTOMATIC) IN NEUTRAL AND THE ENGINE RACED AWAY. I FINALLY PLACED THE TRANSMISSION IN REVERSE AND THE ENGINE SLOWED DOWN TO NORMAL AND THEN THE CAR STALLED. AFTER RESTARTING THE ENGINE EVERYTHING WORKED AS IT SHOULD. I DROVE IT THE TWO MILES TO WORK WITH NO FURTHER PROBLEM AND AFTER

BEING PARKED FOR 10 HOURS DROVE IT 7 MILES TO MY HOME WITH NO FURTHER PROBLEM. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293716, 10293707
Date of Incident: 20091112
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: MOUNT PROSPECT, IL
NHTSA Summary:

TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY. WHILE ENTERING A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED. CONSEQUENTLY SHE CRASHED INTO TWO PARKED VEHICLES AND THEN STRUCK A PEDESTRIAN. THE FRONT PASSENGER IN THE VEHICLE RECEIVED INJURIES FROM BEING RESTRAINED BY THE SEAT BELT. THE PEDESTRIAN WAS TRANSPORTED BY AMBULANCE TO THE HOSPITAL. THE MANUFACTURER SENT AN INVESTIGATOR TO THE DEALER TO INSPECT HER VEHICLE. YET, HE COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. THE VEHICLE WILL BE REPAIRED. THE CURRENT AND THE FAILURE MILEAGES WERE 22,000

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293960
Date of Incident: 20091112
Vehicle: 2002 LEXUS ES300
Location of Incident: ORLANDO, FL
NHTSA Summary:

TL* THE CONTACT OWNS A 2002 LEXUS ES 300. WHILE ENTERING A PARKING SPACE, THE VEHICLE ACCELERATED WITHOUT INTENTION. THE VEHICLE DROVE OVER THE SIDE-WALK AND CRASHED INTO A PARKED VEHICLE. AFTER HITTING THE VEHICLE, SHE PUT THE VEHICLE IN REVERSE, BUT THE VEHICLE THEN ACCELERATED INTO A TREE. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO A COLLISION CENTER. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 45,000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293534
Date of Incident: 20091112
Vehicle: 2004 TOYOTA RAV4
Location of Incident: ROMEOVILLE, IL
NHTSA Summary:

2004 RAV4. ACCELERATOR HAS BECOME ERRATIC IN THE LAST 3 MONTHS. CAR WILL LEAP AHEAD WITH VIRTUALLY NO PRESSURE ON PEDAL. ONLY DOES IT OCCASIONALLY. PEDAL IS MOUNTED QUITE HIGH, ABOVE THE BRAKE PEDAL, AND CANNOT CONTACT FLOOR MATS. WHILE PULLING INTO A RIGHT ANGLE PARKING SPOT AT LOW SPEED AND WITH FOOT ON BRAKE, VEHICLE SUDDENLY SURGED AHEAD. I WAS ONLY 5 FEET FROM A BRICK WALL AND COULD NOT RESPOND QUICKLY ENOUGH TO BRAKE THE VEHICLE. IMPACT WITH WALL PLASTER (ABOUT 1 FOOT WIDE) CRUSHED THE BUMPER, GRILL AND BUCKLED THE HOOD. APPARENTLY SPEED WAS NOT GREAT AND THE AIRBAGS DID NOT DEPLOY BUT SEATBELTS CAUSED CHEST INJURY TO BOTH MY PASSENGER AND MYSELF. PERHAPS FORTUNATE THAT THE WALL WAS SO CLOSE OR MY PASSENGER AND MYSELF MIGHT HAVE BEEN MORE SERIOUSLY INJURED. WILL BE TRADING THIS CAR IN AS SOON AS IT IS REPAIRED. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293212
Date of Incident: 20091113
Vehicle: 2002 LEXUS LS430
Location of Incident: MOBILE, AL
NHTSA Summary:

TL* THE CONTACT OWNS A 2002 LEXUS LS430 . WHEN ATTEMPTING TO ENTERING A PARKING SPACE, THE VEHICLE ACCELERATED WITHOUT INTENTION. EVEN AFTER REPEATED BRAKE APPLICATION THE VEHICLE WOULD NOT STOP. CONSEQUENTLY SHE CRASHED INTO SEVERAL VEHICLES AND INTO A BUILDING. THE VEHICLE WAS IN THE PROCESS OF BEING INSPECTED TO DETERMINE THE CAUSE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 72,000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292182
Date of Incident: 20091114
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: OAKLAND, CA
NHTSA Summary:

I WAS DRIVING MY NEW 2010 PRIUS (APPROX. 250 MILES ON ODOMETER) WHEN APPROACHING A STOP LIGHT EARLIER TODAY WITH MY FOOT GENTLY APPLYING PRESSURE TO THE BRAKE WHEN SUDDENLY THE CAR SURGED FORWARD ACCELERATING. I AM CERTAIN MY FOOT WAS NOT ON THE ACCELERATOR PEDAL NOR WAS ANYTHING ON THE FLOOR AND THE FLOORMAT WAS APPROPRIATELY POSITIONED. THE ACCELERATION ONLY LASTED A SECOND, IE ONCE I APPLIED MORE PRESSURE SHARPLY TO THE BRAKE PEDAL THE CAR SLOWED AND THE ACCELERATION CEASED. THIS IS THE ONLY TIME THIS HAS OCCURRED. *TR

Additional Summary:

Toyota ID No: low speed
NHTSA ODI No: 10298754
Date of Incident: 20091114
Vehicle: 2009 TOYOTA RAV4
Location of Incident: BRISTOL, PA
NHTSA Summary:

TL*THE CONTACT OWNS A 2009 TOYOTA RAV4. THE CONTACT WAS DRIVING APPROXIMATELY 5 MPH ON WET ROAD CONDITIONS; PROCEEDING TO A TRAFFIC SIGNAL THERE WAS AN UNINTENDED INCREASE IN ACCELERATION. THE DRIVER APPLIED AN AGGRESSIVE FORCE TO THE BRAKE PEDAL. THE VEHICLE FAILED TO SLOW DOWN AND IMMEDIATELY, THE GEAR SHIFTER WAS PLACED INTO THE "NEUTRAL" POSITION. THE VEHICLE STOPPED AND ENGINE TURNED OFF. THE VEHICLE WAS ABLE TO RESUME NORMAL OPERATION. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE THROTTLE BODY WAS CLEANED. ON A SEPARATE OCCASION THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR THE IDENTICAL FAILURE WHICH THERE WERE NO RESOLUTIONS. THE FAILURE MILEAGE WAS 2,083.

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10292864
Date of Incident: 20091114
Vehicle: 2001 LEXUS RX300
Location of Incident: TUCSON, AZ
NHTSA Summary:

TL*THE CONTACT OWNS A 2001 LEXUS RX300. WHILE DRIVING 80 MPH WITH THE CRUISE CONTROL ENGAGED, THEN THE VEHICLE ACCELERATE ON ITS OWN. SHE ATTEMPTED TO TURN THE CRUISE CONTROL OFF; HOWEVER, AFTER ENGAGING THE BRAKES THE VEHICLE FAILED TO STOP AND ACCELERATED UP TO 100 MPH. THE CONTACT WAS FORCED TO EXIT AT AN OFF RAMP, DOWN SHIFT INTO PARK IN ORDER TO STOP THE VEHICLE. THE DEALER STATED THAT THE THROTTLE CABLE WAS STUCK AND FRAYED. HOWEVER, HE ALSO STATED THAT THE CABLE EXHIBITED NORMAL WEAR AND TEAR. THE FAILURE MILEAGE WAS 80,000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298608
Date of Incident: 20091116
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: TORRENT, CA
NHTSA Summary:

TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE AT THE STOP LIGHT HER FOOT WAS ON THE BRAKE AND WITHOUT WARNING THE VEHICLE LUNGED FORWARD AND CRASHED INTO THE REAR OF ANOTHER VEHICLE. THE CRASH CAUSED DAMAGE TO BOTH VEHICLES. THE CONTACT CALLED THE MANUFACTURER AND A MECHANIC FROM TOYOTA NATIONAL HEADQUARTERS RETRIEVED DATA FROM THE VEHICLE. THE CONTACT STATED THAT THE SERVICE MANAGER AT A LOCAL DEALER STATED THAT THE MANUFACTURER SAW NOTHING WRONG WITH THE VEHICLE. THE CONTACT STATED THAT IF THE OTHER VEHICLE WAS NOT IN FRONT OF HIM IT WOULD HAVE ACCELERATED INTO ON-COMING TRAFFIC. THE FAILURE MILEAGE WAS 85,000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292595
Date of Incident: 20091116
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: TEMPE, AZ
NHTSA Summary:

TL*THE CONTACT OWNS A 2005 TOYOTA CAMRY. THE CONTACT WAS DRIVING OUT OF THE GARAGE WHEN THE VEHICLE SUDDENLY ACCELERATED FORWARD INTO AN ELECTRICAL BOX AND HIT HER NEIGHBOR'S HOUSE. THE CONTACT SUSTAINED INJURIES AND WAS TRANSPORTED TO THE HOSPITAL. THE VEHICLE WILL BE TOWED TO THE DEALER TO BE REPAIRED. THE MANUFACTURER ADVISED THE CONTACT THAT THE 2005 TOYOTA CAMRY WAS NOT ON THE RECALL LIST FOR SUDDEN ACCELERATION. THE VIN AND MILEAGE WERE UNKNOWN.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296608
Date of Incident: 20091116
Vehicle: 2003 TOYOTA COROLLA

Location of Incident: HOUSTON, TX
NHTSA Summary:

TL* THE CONTACT OWNS A 2003 TOYOTA COROLLA. WHILE ATTEMPTING TO EXIT A FREEWAY AT 50 MPH THE ACCELERATOR PEDAL BECAME STUCK TO THE FLOOR. AFTER REPEATED BRAKE APPLICATION THE VEHICLE WOULD NOT STOP. AFTER SHE SHIFTED THE VEHICLE INTO PARK, THE VEHICLE RESET ITSELF. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE TECHNICIAN COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. HE WAS WAITING FOR A RESPONSE FROM THE MANAGER OF THE DEALERSHIP. THE FAILURE MILEAGE WAS 40,056

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293963
Date of Incident: 20091121
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: BROAD RUN, VA
NHTSA Summary:

ON 2 OCCASIONS THE GAS PEDAL HAS STUCK ON MY 2003 TOYOTA CAMRY. ON THE FIRST OCCASION, IT OCCURRED WHILE I WAS ON THE HIGHWAY TRAVELING FORWARD WITH THE TRANSMISSION IN DRIVE. THE 2ND OCCASION WAS ON SATURDAY, NOVEMBER 21, WHEN I PUT THE CAR IN REVERSE. ON BOTH OCCASIONS I WAS ABLE TO GET THE CAR UNDER CONTROL BY FORCEFULLY STEPPING ON THE BRAKE PEDAL, BUT THE SECOND TIME THIS OCCURRED WAS A VERY NEAR ACCIDENT - CAME WITHIN INCHES OF HITTING A PARKED VEHICLE. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293549
Date of Incident: 20091124
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: HOUSATONIC, MA
NHTSA Summary:

WAS DRIVING MY 2003 TOYOTA COROLLA LAST NIGHT AND WHEN I TOOK MY FOOT OFF OF THE GAS PEDAL THE CAR JUST STARTED ACCELERATING ON ITS OWN - IT DID IT 2 OR 3 TIMES WHEN I PULLED OVER AND SHUT THE CAR OFF. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294965
Date of Incident: 20091124
Vehicle: 2006 TOYOTA COROLLA
Location of Incident: CUPERTINO, CA
NHTSA Summary:

SUDDEN ACCELERATION AT HIGHWAY SPEEDS IN 2006 TOYOTA COROLLA ID # 1NXBR32E86Z756049 - ON 11-24-09 TRAVELLING SOUTH ON HIGHWAY 5 IN CALIFORNIA NEAR BUTTONWILLOW AT APPROXIMATELY 70-75 MILES PER HOUR IN THE FAST LANE, PROBABLY WHILE ON CRUISE CONTROL, CAR BEGAN TO ACCELERATE, HIT THE BRAKE WHICH HAD NO EFFECT, AND IF IT HAD BEEN ON CRUISE CONTROL, IT DID NOT OVERRIDE THE ACCELERATION. I BEGAN TO GET CLOSER TO THE CAR IN FRONT OF ME. I DO NOT BELIEVE I INITIALLY TRIED TO PUT THE CAR INTO NEUTRAL. I TURNED OFF THE CAR ENGINE, THE ACCELERATION STOPPED, I HIT THE BRAKE SOMEWHAT TO GET IT DOWN TO A REGULAR SPEED, PUT THE CAR INTO NEUTRAL, STARTED IT WHILE COASTING, PUT IT

BACK INTO GEAR (MANUAL TRANSMISSION), AND THE CRISIS WAS OVER. THEN, ABOUT AN HOUR LATER, WHILE ON THE GRAPEVINE PORTION OF HWY 5 AFTER THE SUMMIT, IT DID THE SAME THING WITH LESSER TRAFFIC. I PUT IT INTO NEUTRAL THIS TIME, HIT THE BRAKE, SLOWED A LITTLE, PUT IT BACK INTO GEAR AND SINCE THEN IT HAS NOT OCCURRED. SEE NEXT PARAGRAPH. OVER THE PAST 3 YEARS, THEIR HAVE BEEN A NUMBER OF ADDITIONAL OCCASIONS WITH A DIFFERENT ISSUE WHERE: 1) MY FOOT HAS SLIPPED OFF THE BRAKE ONTO THE ACCELEARATOR CAUSING THE ENGINE TO REV WHEN IN NEUTRAL IN THE DRIVEWAY OR A STOPLIGHT (I THINK BECAUSE THE PEDALS ARE SMALL AND VERY CLOSE TO ONE ANOTHER), AND: 2) OCCASIONS WHEN THE ACCELERATOR HAS GOT STUCK UNDER THE FLOORMAT WHEN THE FLOORMAT HAD SLID FORWARD CAUSING THE CAR TO ACCELERATE. REGARDING THE HIGHWAY ACCELERATION PROBLEM, THIS WAS NOT THE CASE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293573
Date of Incident: 20091125
Vehicle: 2008 TOYOTA 4RUNNER
Location of Incident: MANNINGTON, WV
NHTSA Summary:
TL* THE CONTACT OWNS A 2008 TOYOTA 4RUNNER. WHILE DRIVING 35 MPH THE VEHICLE ACCELERATED UP TO 100 MPH WITHOUT INTENTION. AFTER REPEATED BRAKE APPLICATION HE WAS ABLE TO DECELERATE. THE VEHICLE WAS TAKEN TO THE DEALER BUT THEY COULD NOT DUPLICATE THE FAILURE. THE TOYOTA MANUFACTURER WAS NOTIFIED, AND HE WAS ADVISED THAT A REMEDY WOULD NOT BE AVAILABLE UNTIL APRIL 2010. THE FAILURE MILEAGE WAS 7,380.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294239
Date of Incident: 20091125
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: HINGHAM, MA
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA CAMRY. AS THE CONTACT WAS DRIVING IN REVERSE OUT OF THE DRIVEWAY, THE VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING AND CRASHED INTO A TREE. THE FAILURE HAS NOT BEEN DIAGNOSED BY THE DEALER AND THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 54,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293955
Date of Incident: 20091127
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: APPLETON, WI
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. IMMEDIATELY AFTER STARTING THE VEHICLE, THE RPMS INCREASED TO 5,000. THE ENGINE WAS TURNED OFF AND TOWED TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN STATED THAT THE FAILURE WAS CONTRIBUTED TO THE ACCELERATOR PEDAL WARNING SENSOR. THE VEHICLE IS IN THE PROCESS OF BEING REPAIRED. THE CONTACT HAD CONCERNS OF THE SAFETY RISK

INVOLVED. THE VIN WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 112,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294004
Date of Incident: 20091127
Vehicle: 2004 TOYOTA SIENNA
Location of Incident: FISHER, IN
NHTSA Summary:
NHTSA COMPLAINT:
TOYOTA SIENNA LE 2004 SUDDENLY ACCELERATED WHILE BRAKE PEDAL WAS PRESSED ON A PARKING. CAR CRASHED INTO THE WALL BECAUSE IT WAS ONLY A FEW FEET IN FRONT OF THE VEHICLE. *TR
WIFE WAS GOING TO WORK - TO PARKING SPOT ON PARKING DECK. SUA - CRASHED INTO WALL; BOTH AIR BAGS DEPLOYED, SEVERE DAMAGE TO RIGHT FRONT
TOYOTA SIENNA LE 2004 SUDDENLY ACCELERATED WHILE BRAKE PEDAL WAS PRESSED ON A PARKING. CAR CRASHED INTO THE WALL BECAUSE IT WAS ONLY A FEW FEET IN FRONT OF THE VEHICLE.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293888
Date of Incident: 20091127
Vehicle: 2006 TOYOTA TUNDRA
Location of Incident: PRESCOTT, AZ
NHTSA Summary:
THIS COMPLAINT IS TO INCLUDE ODI #'S 10183308,10288886, AND 10293097. THE ODI #'S ARE ALL FOR THE SAME VEHICLE BUT ARE FOR DIFFERENT DATES IN WHICH THIS VEHICLE HAD SOMETHING TO REPORT THAT WAS DIFFERENT BUT WERE ASSOCIATED. THIS COMPLAINT IS FOR AN INCIDENT THAT OCCURRED ON NOV. 27TH 2009. I WAS PARKED ALMOST ALL THE WAY OUT OF MY GARAGE. THE VEHICLE WAS RUNNING AND TRANSMISSION WAS IN PARK WITH EMERGENCY BRAKE APPLIED. FORTUNATELY I WAS SITTING BEHIND THE WHEEL AND IMMEDIATELY SHUT THE IGNITION OFF. I DO NOT KNOW THE RPM'S. MY WIFE WAS GETTING INTO THE TRUCK ON THE PASSENGERS FRONT WHEN ALL OF A SUDDEN THE ENGINE RACED AS IT WOULD HAVE AS DESCRIBED AS "UNINTENTIONAL SUDDEN ACCELERATION". THIS WAS THE SECOND TIME THAT THE TRUCK DID THIS EXCEPT THAT THE TRANSMISSION WAS IN PARK. BEING OUT IN THE DESERT AND THIS HAPPENING AND BEING IN THE GARAGE IN PARK SENDS OUT TO ME A MESSAGE THAT THIS TRUCK HAS A GLITCH IN IT THAT NOW HAS HAPPENED TWICE. IF I WAS NOT IN THE TRUCK, GOD ONLY KNOWS WHAT WOULD HAVE HAPPENED. I HAVE REPORTED THE SUDDEN ACCELERATION TO TOYOTA ALREADY. TOYOTA HAS LOOKED AT THE TRUCK AT MY DEALERS AND HAS SENT THE INFORMATION TO THEIR LEGAL DEPT. TO DECIDE WHAT THEY WILL DO. I HAVE NOT REPORTED THE LATEST INCIDENT. THE TOYOTA PEOPLE ARE SUPPOSED TO CALL ME MONDAY THE 30TH. I SHALL TELL THEM ABOUT THIS INCIDENT AT THAT TIME. I HAVE ALREADY TOLD THEM THAT THEY SHOULD HAVE IMPOUNDED THE VEHICLE BUT INSTEAD THEY LET ME DRIVE THE VEHICLE HOME. WHAT NEEDS TO HAPPEN IS TOYOTA NEEDS TO BUY THE TRUCK BACK AND MAKE ME WHOLE ON THE COMPLETE PURCHASE PRICE OF THE TRUCK. ONCE THAT IS DONE THEY CAN USE MY VEHICLE AS A TEST TRUCK THE FLOOR MATS ARE THE CORRECT TOYOTA ISSUED WITH ONE KEEPER. MY GAS PEDAL DOESN'T HANG UP, SO POSSIBLY THEY WILL ACTUALLY HAVE TO FIND THE PROBLEM. I REALLY HOPE THEY FIND WHAT THE ISSUE IS. BUT ONCE THEY SAY THAT "IT IS FIXED", I'LL WAIT ANOTHER

YEAR BEFORE I AMUSE MYSELF TO PURCHASE ANOTHER TRUCK. I ALWAYS TRUSTED TOYOTA BUT NO MORE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294290
Date of Incident: 20091202
Vehicle: 2005 TOYOTA CAMRY
Location of Incident: PORT ORANGE, FL
NHTSA Summary:
I JUST LEFT A CAR WASH AND WENT TO PULL INTO THE AREA WHERE YOU CAN VACUUM YOUR CAR. THE CAR SUDDENLY ACCELERATED ON ITS OWN AND STRUCK A WALL. NOTHING HAS BEEN DONE YET SINCE THE INCIDENT JUST OCCURRED TODAY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091206
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: WORCESTER, MA
NHTSA Summary:
Additional Summary:
I am writing to you in regard to the Toyota recall. I have a 2002 Toyota Camry which is not listed as one of the vehicles in the recall, however, my husband and I were in an accident on Dec 6th. We were on Main St. in Lee, MA in traffic. My husband was driving and we saw the car in front of us stop to let another vehicle out of a parking lot. We were a good distance behind and luckily not going fast. My husband put on the break but the car kept going. I looked over and saw his foot pressing hard on the break and the car kept going and the engine was making a "revving" noise. We hit the car in front of us not once but twice and the car finally stopped because we went under the back bumper of the other vehicle. Luckily nobody in either vehicle was hurt. Our car had to be towed back to Worcester. We explained what happened and ask that they check the car for any problem with the accelerator. They couldn't find a problem but told us to get in touch with Toyota. We called Herb Chambers Toyota where we purchased the car and they gave us a "recall" number to call. You guessed it - we haven't been able to get through. After hearing the latest report, I'm nervous to drive the car, especially when I have my grandson. Do you know if Toyota is even looking into a problem with earlier model cars?

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091206
Vehicle: 2001 LEXUS IS 300
Location of Incident: HUNTSVILLE, AL
NHTSA Summary:
SUA - VEHICLE STRUCK BRICK WALL AND FLIPPED. MERGING ONTO HIGHWAY, VEHICLE SUDDENLY CROSSED BOTH LANES AND STRUCK CONCRETE BARRIER IN MEDIAN. UNSURE IF ACCELERATOR STUCK BUT IT'S THE ONLY THING SHE CAN THINK COULD HAVE HAPPENED.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295074
Date of Incident: 20091206

Vehicle: 2002 TOYOTA SIENNA
Location of Incident: RINGOES, NJ
NHTSA Summary:
TOYOTA SIENNA VAN APPEARED TO HAVE SUDDEN ACCELERATION PROBLEM WHEN STOPPED AT STOP SIGN. ENGINE REVVED UP AS ACCELERATOR WAS ABOUT TO BE APPLIED, SO I HAD TO APPLY BRAKES AS CAR WAS MAKING SUDDEN MOVEMENTS. QUICKLY PUT CAR INTO NEUTRAL POSITION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296729
Date of Incident: 20091209
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: PORTLAND, OR
NHTSA Summary:
TL* THE CONTACT OWNS A 2001 TOYOTA CAMRY. WHILE IN A DRIVE-THRU ESTABLISHMENT HE APPLIED PRESSURE TO THE BRAKE PEDAL AND THEN THE VEHICLE ACCELERATED WITHOUT INTENTION. AS A CONSEQUENCE HE CRASHED INTO A BRICK WALL. HE WAS MODERATELY INJURED. THE FIRE DEPARTMENT AND POLICE WERE CALLED TO THE SCENE. THE VEHICLE WAS COMPLETELY DESTROYED. THE VEHICLE WAS TOWED TO A COLLISION CENTER. THE FAILURE AND CURRENT MILEAGES WERE 68,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295478
Date of Incident: 20091210
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: ASTORIA, NY
NHTSA Summary:
TOYOTA PRIUS 2010. WHEN THE CAR HITS A BUMP IN THE ROAD IT WILL ACCELERATE SO FAST BY ITSELF WHICH CAN BE VERY DANGEROUS AND FATAL. IT CAN HIGHLY CAUSE AN ACCIDENT IF THE DRIVER CANNOT STEP ON THE BRAKES IN TIME TO STOP THE CAR ACCELERATION. I WENT TO MY LOCAL TOYOTA DEALER HERE IN QUEENS NEW YORK AND TO MY SURPRISE THE REP SAID" I HAVE NEVER HEARD OF THAT COMPLAINT" AND DID NOT PURSUE THE MATTER AT ALL. ANOTHER SAFETY CONCERN IS THAT I HIT A SMALL POTHOLE AND THE WHOLE TIRE WAS DAMAGED ON MY BRAND NEW 2010 PRIUS WHICH I HAVE BEEN DRIVING FOR BARELY TWO MONTHS. I AM VERY CONCERNED ABOUT THESE SAFETY PROBLEMS AND DO NOT REALLY KNOW WHERE TO START GETTING ASSISTANCE. THANK YOU VERY MUCH. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298951
Date of Incident: 20091213
Vehicle: 2000 TOYOTA COROLLA
Location of Incident: PHILIDELPHIA, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2000 TOYOTA COROLLA. WHILE DRIVING BETWEEN 25 AND 30 MPH, THE VEHICLE ACCELERATED INTO ONCOMING TRAFFIC WHEN HE ATTEMPTED TO STOP AT A TRAFFIC LIGHT. THE FAILURE OCCURRED ON DECEMBER 9, 2009 WHEN HE ENGAGED THE BRAKE PEDAL. THE FAILURE RECURRED SIX TIMES CONTINUOUSLY TWO

DAYS LATER ON DECEMBER 11, 2009. THE CONTACT WAS ABLE AVOID A CRASH. HOWEVER, HE IS CONCERNED ABOUT THE SAFETY RISK. THE FAILURE MILEAGE WAS 132000 AND THE CURRENT MILEAGE WAS 132060
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091212
Vehicle: 2006 TOYOTA COROLLA
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
"PRODUCTS LIABILITY – TOYOTA ACCELERATION - *He has a Toyota Corolla. The first time he experienced a problem was in October. He came to a stop sign and instead of slowing down, it accelerated. He had 2 other episodes. He called the Toyota Dealership and on 12/11/2009 they inspected it. One day later, he is driving in normal traffic, and the car accelerated again. He almost went into oncoming traffic. The car is parked in his driveway and he is scared to drive it again."*
DIAGNOSTIC DONE BY CONICELLI TOYOTA IN CONSHOHOCKEN, PA DID NOT REVEAL ANY DEFECTS OR PROBLEMS; MR. MOORE HAS RECEIPT FOR THIS TEST.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295657
Date of Incident: 20091212
Vehicle: 2004 LEXUS RX330
Location of Incident: NAMPA, ID
NHTSA Summary:
NO FAILURE, JUST APPARENT STICKINESS IN ACCELERATOR. OCCASIONALLY, WHILE PULLING OUT FROM SIGNALS, PEDAL FEELS AS IF IT IS STICKING, THEN WILL POP LOOSE AND CAR LURCHES FORWARD. *TR
Additional Summary:

Toyota ID No: 0912122197
NHTSA ODI No:
Date of Incident: 20091213
Vehicle: 2006 TOYOTA 4 RUNNER
Location of Incident: LITTLE ROCK, AR
NHTSA Summary:
Additional Summary: JTEBU14R668055991 2006 4-Runner with 4.0 L V6
December 13, 2009. Coming into small town in Arkansas - with CC on, tapped brakes, to slow, it did. Turned into parking lot at 15 mph and coasted in foot on brake - trying to complete stop - ABS kicked on - heard clicking and moaning sound (familiar with that) going 3 to 5 mph when it happened. Pole in front of him at 3 feet. With foot on brake car lunged into the pole. Rear end was hopping tires spinning.. slammed car into Park - engine was racing even after the vehicle in Park. Carpeted floor mats in place and hooked. Two witnesses came out of the store and saw. Had 41k on it never had a problem.
Drove it to Father's and called Toyota. Took to North Point Toyota (in North Little Rock). They said nothing wrong with the vehicle. Drove for about 160 miles.
Toyota assigned case number 0912122197. Nicole Morrison claims manager at Toyota corp. handled the claim. Indicated that someone from Regional will call within four days. Never heard back from them.
Farmers Insurance - talked to them.
Sent: Monday, January 04, 2010 2:18 PM
My 2006 4runner had a sudden acceleration episode that caused me to hit a pole (thankfully, or I would have gone thru an Exxon Mini Mart). Toyota has had my vehicle for three weeks. They have tired to get

me to take the vehicle back, saying they can find nothing wrong. A specialist is suppose to be looking at it today, but I am confident he will say there is nothing wrong either. The 4runner does not qualify for the lemon law, and I am stuck with a vehicle I won't drive and won't sell to someone else. Do you have any thoughts on how I can get Toyota to buy the vehicle back? They have said they cannot fix anything because they cannot find anything to fix. What is the best thing to do at this point?

Toyota ID No:
NHTSA ODI No: 10296112
Date of Incident: 20091213
Vehicle: 2001 TOYOTA 4RUNNER
Location of Incident: CREVE COEUR, IL
NHTSA Summary:
TL* THE CONTACT OWNS A 2001 TOYOTA 4RUNNER. WHILE DRIVING 35 MPH SHE ATTEMPTED TO BRAKE, BUT THE VEHICLE SUDDENLY ACCELERATED,WENT AIR BORN, AND LANDED DOWN A RAVINE. THE DRIVER FRONTAL AIR BAG DID NOT DEPLOY. SHE DID NOT RECEIVE ANY INJURIES. AFTER CAREFUL EXAMINATION HE NOTICED THAT THE ACCELERATOR PEDAL WAS TRAPPED BY THE FLOOR MAT. SHE RECEIVED POLICE REPORT NUMBER 097267. SHE RECEIVED A TICKET FOR FAILURE TO REDUCE SPEED. THE VEHICLE WAS TOWED TO THE BODY SHOP. THE FAILURE AND CURRENT MILEAGES WERE 90,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298614
Date of Incident: 20091213
Vehicle: 2000 TOYOTA COROLLA
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2000 TOYOTA COROLLA. WHILE DRIVING 25 MPH THE VEHICLE ACCELERATED WITHOUT WARNING. THE VEHICLE DID NOT CRASH BUT THE CONTACT WAS VERY CONCERNED ABOUT THE POSSIBILITY THAT A CRASH COULD HAVE OCCURRED. THE DEALER DIAGNOSED THE FAILURE AND CONFIRMED THAT IT WAS NOT RELATED TO THE VEHICLE SPEED CONTROL. THE CONTACT STATED THAT THIS IS A MAJOR SAFETY ISSUE WHICH HAS OCCURRED ON MORE THAN ONE OCCASION. THE CONTACT ALSO HAS CONCERNS THAT HE COULD SUSTAIN MINOR INJURIES IF A CRASH OCCURRED. THE FAILURE MILEAGE WAS 132,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295915
Date of Incident: 20091214
Vehicle: 2003 TOYOTA SIENNA
Location of Incident: EUGENE, OR
NHTSA Summary:
TOYOTA SIENNA 2003. I WAS PULLING INTO A PARKING SPACE IN A PARKING GARAGE. I BELIEVE I HAD PUT THE CAR IN REVERSE TO BACK UP TO STRAIGHTENED THE CAR AND I PUT MY FOOT ON THE BRAKE. THE CAR SUDDENLY SHOT FORWARD FULL FORCE AND WAS STOPPED BY A CONCRETE AND WIRE RETAINING WALL. THE ENGINE DIED AT IMPACT. THE CAR WAS NOT DRIVABLE AND WAS TOWED. I WAS STUNNED. I WENT INTO THE BUILDING AND AFTER A SHORT TIME FELT CHEST PAIN AND SHORTNESS OF BREATH. I WENT TO THE EMERGENCY ROOM AND WAS TREATED AND RELEASED. I RECEIVED A CHEST WALL CONTUSION, PROBABLY CRACKED RIB(S), DEEP TISSUE CONTUSION AND A LARGE BRUISE FROM THE SEAT BELT. I WAS GIVEN VICODIN FOR PAIN. THE CAR WAS

TOWED TO A TOYOTA DEALERSHIP BUT THE DAMAGE HAS NOT BEEN ESTIMATED YET. I AM AWARE THAT THE PROBLEM OF UNCONTROLLED ACCELERATION IN TOYOTA SIENNAS HAS BEEN REPORTED TO BOTH THIS AGENCY AND TOYOTA BEFORE (NHTSA REPORT #10265288). WHY HAS THIS NOT BEEN ADDRESSED OR THE VEHICLE RECALLED? ARE YOU WAITING FOR ANOTHER TRAGEDY LIKE THE ONE PREVIOUSLY REPORTED ON BY THE MEDIA? I COULD HAVE BEEN KILLED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296072
Date of Incident: 20091215
Vehicle: 2005 TOYOTA HIGHLANDER
Location of Incident: PORT ALLEN, LA
NHTSA Summary:
TL* THE CONTACT OWNS A 2005 TOYOTA HIGHLANDER. WHILE ENTERING A PARKING SPACE, JUST BEFORE APPLYING THE BRAKE, THE VEHICLE ACCELERATED INTO A CONCRETE STEP. NO ONE WAS INJURED DURING THE CRASH BUT THE VEHICLE SUFFERED DAMAGE TO THE FRONT END. HE CALLED THE MANUFACTURER AND THEY COLLECTED ALL THE INFORMATION REGARDING THE INCIDENT. HOWEVER HIS VEHICLE WAS EXCLUDED FROM RECALL 09V388000 (VEHICLE SPEED CONTROL:ACCELERATOR PEDAL). THE CURRENT AND FAILURE MILEAGES WERE 40,892.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296528
Date of Incident: 20091219
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: LYNN, MA
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. WHILE DRIVING APPROXIMATELY 10 MPH IN REVERSE, THE VEHICLE ACCELERATED AND CRASHED INTO A POLE. SHE SHIFTED GEARS INTO DRIVE AND THE VEHICLE CONTINUED TO ACCELERATE AND CRASHED INTO A WALL. THERE WERE NO INJURIES. THERE WAS EXTENSIVE DAMAGE TO THE FRONT AND BACK END OF THE VEHICLE. THE VEHICLE WILL BE TOWED TO A TOYOTA DEALER. THE MANUFACTURER WAS NOT NOTIFIED. THE POLICE AND FIRE DEPARTMENT ARRIVED; HOWEVER, NO POLICE REPORT WAS FILED. THE FAILURE MILEAGE WAS 100,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10296886
Date of Incident: 20091219
Vehicle: 2006 TOYOTA CAMRY
Location of Incident: CHICAGO, IL
NHTSA Summary:
TL* THE CONTACT OWNS A 2006 TOYOTA CAMRY. WHILE ATTEMPTING TO SHIFT THE VEHICLE FROM PARK TO DRIVE, THE ACCELERATOR PEDAL BECAME STUCK. CONSEQUENTLY SHE CRASHED INTO THE WALL OF A GARAGE. SHE WAS TAKEN TO THE HOSPITAL FOR A STRAINED NECK AND SHOULDER. A POLICE REPORT WAS AVAILABLE. THE INSURANCE COMPANY WILL CALL THE TOYOTA MANUFACTURER. THE VEHICLE RECEIVED MAJOR DAMAGES. THE VEHICLE WAS TOWED TO THE DEALER. THE FAILURE MILEAGE WAS 22,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297272
Date of Incident: 20091220
Vehicle: 2002 TOYOTA SEQUOIA
Location of Incident: VAN NUYS, CA
NHTSA Summary:
ACCELERATOR PEDAL POSITION SENSOR CIRCUIT MALFUNCTION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297467
Date of Incident: 20091222
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: SANTA MONICA, CA
NHTSA Summary:
I HAVE A NEW TOYOTA PRIUS 2010 AND HAVE EXPERIENCED THE LOSS OF BRAKING COMBINED WITH A SIMULTANEOUS ACCELERATION ABOUT 4 TIMES NOW. IT IS INCREDIBLY SCARY. I HAVE NEVER HAD THIS HAPPEN ON ANY OTHER CAR THAT I'VE DRIVEN. IT HAPPENS WHEN I HIT A BUMP IN THE REAR. I NOW SEE THAT MANY PEOPLE ARE EXPERIENCING THIS AS I SAW AN ARTICLE ON MSNBC.MSN.COM. I NOW SEE THAT OTHERS ARE EXPERIENCING THE SAME PROBLEM. THIS HAS TO BE INVESTIGATED. THE LAST TIME IT HAPPENED I WAS FACING A CLIFF AND HAD THE CAR NOT STOPPED, MY DAUGHTER AND I WOULD HAVE GONE OFF THE CLIFF AND PROBABLY WOULD HAVE PERISHED. THIS IS ASKING FOR ACCIDENTS TO HAPPEN AND SOMETHING MUST BE DONE TO FIX THIS PROBLEM. THERE ARE WAY TOO MANY OF THESE CARS ON THE ROAD. I DO NOT HAVE THE VIN NUMBER ON HAND, BUT WILL ADD IT TOMORROW. THIS HAS OCCURRED APPROX 4 TIMES AND THE CAR ACCELERATES AT THE SAME TIME I LOSE BRAKING CAPABILITIES. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299646
Date of Incident: 20091223
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
TL*THE CONTACT OWNS A 2002 TOYOTA CAMRY. THE CONTACT STATED THAT AS SOON AS THE VEHICLE SHIFTED INTO DRIVE, IT ACCELERATED ON ITS OWN. THE VEHICLE DROVE OVER THE CURB AND INTO A SNOW EMBANKMENT BEFORE CRASHING INTO A STONE WALL. THE CONTACT DID NOT CALL THE POLICE OR NEED TO GO TO A HOSPITAL. THE CONTACTS INSURANCE COMPANY TOWED THE VEHICLE SO THAT IT COULD BE REPAIRED. THE CONTACT CALLED THE MANUFACTURER REGARDING THE CRASH TO FILE A COMPLAINT. THE CONTACT IS CONCERNED SINCE A PASSENGER COULD HAVE BEEN SERIOUSLY INJURED WHEN THE CRASH OCCURRED. THE FAILURE MILEAGE WAS 68,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297078
Date of Incident: 20091227
Vehicle: 2004 TOYOTA CAMRY

Location of Incident: LAS VEGAS, NV
NHTSA Summary:
DRIVING HOME FROM WORK THIS MORNING, MY 2004 CAMRY SUDDENLY ACCELERATED TO MORE THAN 80 MILES/HOUR. I WAS VERY SCARED. BRAKES WOULD NOT WORK. I STOPPED THE CAR BY CHANGING GEARS TO NEUTRAL. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297119
Date of Incident: 20091228
Vehicle: 2010 TOYOTA PRIUS
Location of Incident: LAYTONSVILLE, MD
NHTSA Summary:
I HAVE A 2010 PRIUS WHICH I BOUGHT IN AUGUST 2009. ON SEVERAL OCCASIONS, APPROXIMATELY 8-10 TIMES, I HAVE BEEN BRAKING AT SLOWER SPEEDS WHEN COMING TO AN INTERSECTION. WHEN I PUT MY FOOT ON THE BRAKE AND THE CAR HAPPENS TO HIT A HUMP OR HOLE IN THE ROAD AND THE CAR NOTICEABLY SURGES. MY FOOT IS NOT ON THE ACCELERATOR AND THIS HAS NOTHING TO DO WITH THE FLOOR MATS BECAUSE MY FLOOR MAT IS PINNED TO THE FLOOR OF THE CAR. THE MOST RECENT TIME THIS HAPPENED WAS 12/28/2009. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10297639
Date of Incident: 20091228
Vehicle: 2008 TOYOTA SIENNA
Location of Incident: PASADENA, CA
NHTSA Summary:
A TOYOTA SIENNA 2008 WAS TURNING SLOWLY ON A CURVE AND THEN IT SUDDENLY ACCELERATED VERY FAST AND WENT THROUGH A FENCE HITTING A WALL. THE AIRBAGS OPENED UP AS WELL. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298012
Date of Incident: 20091229
Vehicle: 2008 TOYOTA COROLLA
Location of Incident: BRANDON, FL
NHTSA Summary:
TL*THE CONTACT OWNS A 2008 TOYOTA COROLLA. WHEN THE CONTACT ATTEMPTED TO ENTER A PARKING SPACE THE VEHICLE SUDDENLY ACCELERATED ON ITS OWN AND CRASHED INTO A VEHICLE. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE IDENTICAL FAILURE OCCURRED ONE MONTH PRIOR TO THE RECENT INCIDENT. THE CURRENT AND FAILURE MILEAGES WERE 19,997.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298243
Date of Incident: 20100103
Vehicle: 2004 TOYOTA SOLARA
Location of Incident: W. HENRIETTA, NY

NHTSA Summary:
TO WHOM THIS MAY CONCERN. MY 2004 TOYOTA SOLARA EXPERIENCED UNINTENDED (RUNAWAY) ACCELERATION IN THE PARKING LOT OF A LOCAL RESTAURANT THIS PAST SUNDAY. PLACING MY FOOT ON THE BREAK DID NOT STOP THIS VEHICLE. THE VEHICLE DID STOP WHEN IT RAN INTO A LARGE ROCK. NO ONE WAS INJURED THIS TIME. THE FLOOR MAT WAS NOT THE CAUSE OF THIS PROBLEM. DOES TOYOTA HAVE ANY SOLUTION/RECALL FOR THIS PROBLEM? IF NOT, DOES TOYOTA HAVE ANY PLANS ON CORRECTING THIS PROBLEM IN THE NEAR FUTURE? A QUICK RESPONSE TO MY QUESTIONS WOULD BE GREATLY APPRECIATED. *TR BEST REGARDS, FRED
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298927
Date of Incident: 20100107
Vehicle: 2007 LEXUS RX350
Location of Incident: SANTA ANA, CA
NHTSA Summary:
LEXUS RX350 AUTO-ACCELERATION. WHILE PULLING INTO A PARKING SPOT (AT A SLOW SPEED) IN A PARKING STRUCTURE, THE ENGINE, WITHOUT PRESSURE ON THE GAS PEDAL, SUDDENLY REVED UP TO HIGH SPEED AND ACCELERATED INTO THE WIRE RETAINING CABLED AND WALL OF THE STRUCTURE. THE DISTANCED TRAVELED WAS LESS THAN 10 FEET BEFORE THE CAR WAS STOPPED BY THE RETAINING CABLES AND THE WALL. THE FRONT END OF THE CAR AND THE STRUCTURE WERE DAMAGED. THE IMPACT WAS SEVERE ENOUGH TO BREAK 5 OF THE 7 CABLES. THE AIRBAGS DID NOT DEPLOY
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299616
Date of Incident: 20100110
Vehicle: 2010 LEXUS HS
Location of Incident: RICHMOND, VA
NHTSA Summary:
TL*THE CONTACT OWNS A 2010 LEXUS HS250H. THE CONTACT WAS DRIVING APPROXIMATELY 60 MPH ON NORMAL ROAD CONDITIONS WITH THE ACCELERATION CRUISE CONTROL FEATURE ACTIVATED. THE CRUISE CONTROL SYSTEM FAILED TO FUNCTION WHEN IT WAS DISENGAGED. THE ACCELERATION CONTINUED, FOLLOWED BY AN UNINTENDED INCREASE IN SPEED. THE DRIVER WAS ABLE TO SLOW THE VEHICLE DOWN. THERE WERE FOUR SEPARATE OCCASIONS THAT THE IDENTICAL FAILURES OCCURRED WITHOUT WARNING. THE VEHICLE HAS NOT BEEN REPAIRED FOR THE MALFUNCTION AT THIS TIME. THE CONTACT HAD CONCERN OF THE POTENTIAL SAFETY HAZARD. THE FAILURE MILEAGE WAS 2,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 751132
Date of Incident: 0
Vehicle: 2000 TOYOTA 4RUNNER
Location of Incident: JACKSONVILLE, FL
NHTSA Summary:
VEHICLE WAS MOVING ABOUT 5 MILES PER HOUR INTO A PARKING SPOT WHILE BRAKE PEDAL WAS BEING PRESSED , ALL OF A SUDDEN THERE WAS AN INSTANT ENGINE SURGE

WHICH PROPELLED THE VEHICLE OVER THE PARKING LOT MEDIA AND CRASHED INTO THE REAR OF ANOTHER CAR. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10037615
Date of Incident: 0
Vehicle: 2000 TOYOTA 4RUNNER
Location of Incident: HOOVER, AL
NHTSA Summary:
CONSUMER NOTICED THAT WHILE AT A COMPLETE STOP AND WITHOUT ANY INDICATION GAS PEDAL TRAVELED TO FLOORBOARD, FORCING CONSUMER INTO ANOTHER VEHICLE WHILE BRAKES WERE STILL DEPRESSING. MANUFACTURER AND DEALER HAD BEEN NOTIFIED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071422
Date of Incident: 0
Vehicle: 2004 TOYOTA 4RUNNER
Location of Incident: RENO, NV
NHTSA Summary:
DRIVER SEAT WOULD SHIFT AROUND WHILE DRIVING AND ONCE IN GEAR VEHICLE WOULD ACCELERATE ON ITS WON WITHOUT ANY PRESSURE APPLIED TO THE GAS PEDAL. *PH MECHANIC TEST DROVE VEHICLE, BUT FAILED TO FIND OUT THE CAUSE OF THE PROBLEM. *LA
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2007 TOYOTA 4RUNNER
Location of Incident: , GA
NHTSA Summary:
Additional Summary:
Thank you for your time and interest on the phone yesterday. As per your request, I am sending you this email to give you a synopsis of my unresolved life threatening situation. My family and myself have faced this situation over the past 2 years and continue to face this problem now. My Toyota 4Runner 07 has had a consistent problem with the accelerator pedal sticking to the carpet in the floorboard resulting in the car accelerating in excess of 120mph in traffic. We have nearly lost our lives upon four occasions as well as endangering others on the highway when we are experiencing this problem. Fortunately, my husband was driving and I was with him to assist in resolving the problem and we were able to negate a horrible accident. When the accelerator pedal sticks in the carpet in the floorboard, you cannot get your foot under pedal to unstick it. It is stuck so firmly, that it takes my husband pulling strongly with his hand while I steer. If this were to happen with me driving alone, I would not be able to unstick the accelerator pedal and steer at the same time.We have taken the car into Nalley Toyota of Roswell upon 4 occasions and have been assured the problem is fixed upon 3 occasions by the dealership. They have claimed its the carpet in the floorboard which has been replaced by the dealership, the brake cable making the carpet protude, the floormat and other excuses, each time assuring us the problem is the problem has been resolved. Upon reading the article about the deaths due to the accelerator pedal sticking in Toyota/Lexus, which Toyota claimed is a floor mat problem resulting in a Nationwide recall. We contacted Corporate Toyota making them aware of our problem, and scheduled to bring in the Forerunner on Monday, October 5th, 2009 to Nalley Toyota of

Roswell. However, on Friday October 2nd, 2009, we were entering 400 from Mansell and the accelerator pedal once again stuck in the carpet on the floorboard full throttle. At this time, there was no floormat in the vehicle and yet our accelerator pedal still stuck and once again we were going down 400 on a Friday afternoon in excess of 120mph. Thank goodness my husband was driving and not me and he was able to pull with his hand the accelerator pedal from carpet while I steered. You cannot imagine how scary it is when this occurs and you cannot predict when it will occur. We contacted Corporate Toyota to make them aware of the situation and that it occurred without a floor mat in the car. We expressed our concern that they might be wrong in blaming deaths on the floor mats rather than an inherent problem with carpet or design of emergency brake cable protuding and coming loose and pushing carpet up /and/or carpet issue ??? Could they be wrong in what they are blaming deaths on and there are still lives in danger including ours because they are blaming the wrong thing for deaths???? We took the car on Monday , to the dealership to be inspected by the technician sent by Corporate and despite having the car for entire week, he only took the car out one time for less than 60 miles and was unable to duplicate the problem. Every time the car has been serviced for this same problem, they have suggested alternative methods to solve the problem i.e. putting the car into Neutral that their was a kill switch which did not happen and if fact resulted in revving car in excess of 7000rpm and since this event our gas mileage has dropped 25% and the motor has not been the same. They have replaced all the brakes and rotors as a result of trying to stop the vehicle the first time this occurred. They have told us to turn off the motor which resulted in us going to slow and so we had to turn it back on and we were right back up to 120mph. Each time we had the car in for this problem, we were assured it was repaired. Corporate Toyota has shown no concern for our wellbeing and refuses to take my vehicle back. I no longer feel safe driving this vehicle. I fear for my safety and my family's wellbeing as well as any other passengers in other vehicles on the road if and when this occurs again(Since they have not been able to fix this problem). I would appreciate your help with this serious problem due to the fact that we are not getting anywhere with Corporate Toyota or the dealership. Their response is for us to pursue the lemon law and our concern is to save our lives as well as others nationwide. We now own a car that is no longer save to drive or to sell

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Toyota ID No:
NHTSA ODI No: 8003124
Date of Incident: 0
Vehicle: 2000 TOYOTA AVALON
Location of Incident: OCEANSIDE, CA
NHTSA Summary:
WHILE TRYING TO TURN KEY IN IGNITION SWITCH OFF DOORS AND WINDOWS WILL AUTOMATICALLY LOCK WITHOUT BEING ABLE TO EXIT VEHICLE.*AK CONSUMER ALSO STATED THAT BRAKES FEEL SPONGY. ALSO WHEN DRIVING, THE VEHICLE WILL SOMETIMES ACCELERATE BY ITSELF.*SLC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 746593
Date of Incident: 0
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: BALTIMORE, MD
NHTSA Summary:
WHILE DRIVING GOING UP A HILL, THE CAR SUDDENLY ACCELERATED WITHOUT WARNING. I TRIED TO STOP THE CAR BY APPLYING THE BRAKES BUT THE CAR FAILED TO SLOW DOWN AND CRASHED INTO THE VEHICLE IN FRONT OF ME. IT WAS RAINING.*AK
Additional Summary:

Toyota ID No:

NHTSA ODI No: 893571
Date of Incident: 0
Vehicle: 2000 TOYOTA CAMRY
Location of Incident: EAST BRUNSWICK, NJ
NHTSA Summary:
WAS DRIVING VEHICLE AND THERE WAS A BREAK IN THE ROAD A SPLIT SECOND LATER, ABS KICKED IN AND VEHICLE ACCELERATED. HAD NO WARNING IT WOULD HAPPENED NEARLY HAD AN ACCIDENT. HAD TO PRESS ON BRAKES HARD TO STOP *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061683
Date of Incident: 0
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: MIDDLETOWN, CT
NHTSA Summary:
WHILE DRIVING VEHICLE ACCELERATED. DRIVER APPLIED THE BRAKES, AND THE VEHICLE STARTED TO SPIN OUT OF CONTROL THERE WAS NO ACCIDENT. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064804
Date of Incident: 0
Vehicle: 2001 TOYOTA CAMRY
Location of Incident: STOUGHTON, WI
NHTSA Summary:
WHILE DRIVING WITH CRUISE CONTROL ENGAGED, THE DRIVER DEPRESSED THE BRAKES. INSTEAD OF THE BRAKES ENGAGING THE VEHICLE ACCELERATED CAUSING THE DRIVER TO LOSE CONTROL AND HIT THE SEMI. DUE TO THE EXTENT OF IMPACT, THE FRONTAL AIR BAGS DEPLOYED AND THE VEHICLE WAS DEEMED TOTALED *JB *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10001457
Date of Incident: 0
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: BATTLE CREEK, MI
NHTSA Summary:
WHEN THE BRAKES WERE APPLIED, THE GAS PEDAL WAS PRESSED ACCIDENTALLY, WHICH CAUSED UNEXPECTED ACCELERATION TS THE BRAKE PEDAL HAD GONE TO THE FLOOR, BELOW THE GAS PEDAL WHICH HAD FELT SPONGY. THE CONSUMER HAD TAKEN THE VEHICLE TO A SERVICE DEALER WHICH STATED THAT THE BRAKES WERE OUT OF ADJUSTMENT. AFTER THE REPAIR WAS DONE, THE BRAKES STILL REMAINED THE SAME. SCC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062899
Date of Incident: 0
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: PARMA, OH

NHTSA Summary:
WHEN STARTING THE VEHICLE, THE ENGINE RACED AND SOUNDED LIKE THE VEHICLE WAS GOING TO ACCELERATE. THE VEHICLE HAD NOT BEEN INSPECTED TO DETERMINE THE CAUSE OF THE PROBLEM. *AK THE ENGINE WOULD ACCELERATOR UP TO 5000 RPM'S AND WOULD NOT SETTLE DOWN *SC
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071703
Date of Incident: 0
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: MUNISING, MI
NHTSA Summary:
CONSUMER LEFT VEHICLE AFTER SHIFTING INTO PARK,WITH MOTOR RUNNING. OPENED GARAGE DOOR, AND THEN REENTERED VEHICLE. SHIFTED OUT OF PARK WITH FOOT ON THE BRAKES AND VEHICLE SUDDENLY SURGED FORWARD INTO GARAGE. HAD NOT PLACED FOOT ON ACCELERATOR PEDAL WHEN IT HAD HAPPENED. THIS SUDDEN ACCELERATION OCCURRED ONCE BEFORE. HAD SURGING PROBLEM REPAIRED IN MARCH. 2004. SUBMITTED A PREVIOUS COMPLAINT 10062956, AND WAS INFORMED TO RESUBMIT COMPLAINT TO THE HOT LINE FROM NHTSA'S ENGINEER - S. YOUNG *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074004
Date of Incident: 0
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: SYOSSET, NY
NHTSA Summary:
CONSUMER COMPLAINED ABOUT A SUDDEN ACCELERATION PROBLEM. WHILE PARKING INTO A SPACE AT A SCHOOL VEHICLE SURGED AND LUNGED FORWARD WHILE CONSUMER'S FOOT WAS STILL ON THE BRAKES *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10074037
Date of Incident: 0
Vehicle: 2002 TOYOTA CAMRY
Location of Incident: HARRISBURG, PA
NHTSA Summary:
VEHICLE SUDDENLY ACCELERATED WHILE BACKING OUT OF THE DRIVEWAY. *MR THIS INCIDENT CAUSED DAMAGE TO A GARAGE, AND HIT THREE OTHER PARKED VEHICLES. THIS PROBLEM RECURRED ON THREE OTHER OCCASIONS. CURRENTLY THE GEARSHIFT BEGUN TO GIVE THE CONSUMER PROBLEMS *SC
Additional Summary:

Toyota ID No: 200208300349
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2002 TOYOTA LEXUS CAMRY
Location of Incident: DEERFIELD BEACH, FL
NHTSA Summary:

*** PHONE LOG 08/30/2002 09:31:50 AM CWILSON
===FCRP===
SET OWNS VEH. VIN #4T1BE32K42U553298 MILEAGE UNK SET DISTRIBUTION SR. CLAIMS ANALYST JOHN RAMONDETTA AT (954)420-4734 CALLED CAC TO INFORM THAT MR. CASSIDY INDICATED WHILE PARKING VEH IT LURCHED FORWARD STRIKING A PEDESTRIAN CAUSING SERIOUS INJURY TO A KIM SHIPE THE PEDESTRIAN. DRIVER/CUST DAVID E. CASSIDY IS DECEASED. FOR NOW USING CLAIMS REP JOHN RAMONDETTA AT (954)420-4734 AS CONTACT PERSON..
LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS
*** NOTES 09/04/02 10:32:34 AM NY5
CASE DISPATCHED TO HANNA DIVER
*** NOTES 09/04/2002 11:43:26 AM MCOLE
JOHN RAYMONDETTA - SET CALLED TO UPDAT VEH LOCATION.
CURRENT VEHICLE LOCATION:
361 SOUTH MAIN ST
EAST WINDSOR, CT 06088
TEL 860-292-7500
ASK FOR MARY
*** NOTES 09/04/2002 11:45:03 AM MCOLE
JOHN RAYMONDETTA - SET REQUEST EITHER REGION OR INSPECTOR CONTACT HIM AT (954) 420-4734. STS THEY WILL NEED A REPORT W/ THE FINDINGS (CONCERNED THAT THERE MAY BE A PRODUCT LIABILITY LEGAL ISSUES)
*** NOTES 09/04/02 01:06:36 PM NY4
CASE ASSIGNED TO FTS M MARSNICK ADVISED FTS TO CONTACT J RAMONDETTA AFTER INSPECTION IS COMPLETED

*** CASE CLOSE 10/03/02 06:53:07 AM NY4
RECEIVED CALL FROM SETH IN SET. THEY HAVE RECEIVED INFORMATION FROM FTS MIKE MARSNICK CASE CAN BE CLOSED.
FTS INSPECTED VEHICLE ON 09/19/2002.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10029427
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FRISCO, TX
NHTSA Summary:
THE LOCATION OF THE BRAKE/GAS PEDALS ARE TOO CLOSE, WHICH RESULTED IN ACCIDENTAL ACCELERATION WHILE DRIVING *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10026312
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: HATTIESBURG, MS
NHTSA Summary:
THE VEHICLE EXPERIENCED BRAKE PROBLEMS AND WHILE DRIVING, THE CONSUMER APPLIED THE BRAKES, BUT IT FELT AS THOUGH HE STEPPED ON THE ACCELERATOR *AK *SCC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10048030
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: NAVARRE, FL
NHTSA Summary:
ON TWO SEPARATE OCCASIONS WHILE AT A COMPLETE STOP AND ATTEMPTING TO PUT VEHICLE INTO PARK, IT SUDDENLY ACCELERATED. ON BOTH OCCASIONS, DRIVER'S FOOT WAS PRESSING ON BRAKE PEDAL. AFTER THE FAILURE OCCURRED THE SECOND TIME, AND VEHICLE FAILED TO STOP, ANOTHER VEHICLE WAS REARENDED DUE TO SUDDEN ACCELERATION. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10053774
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: HILO, HI
NHTSA Summary:
CONSUMER COMPLAINED ABOUT AN ACCELERATION PROBLEM. VEHICLE WAS ACCELERATING WITHOUT THE USE OF THE GAS PEDAL. ONCE PUT THE VEHICLE IN GEAR AND IT REVVED WITHOUT DRIVER'S ASSISTANCE. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10064711
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: MCCALLA, AL
NHTSA Summary:
WHEN ACCELERATING FROM A STOP SIGN VEHICLE SURGED FORWARD. DEALERSHIP WAS CONTACTED TWICE FOR PROBLEM, BUT COULD NOT RESOLVE THE PROBLEM.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067279
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY
Location of Incident: FAIRHAVEN, MA
NHTSA Summary:
VEHICLE HESITATED TO ACCELERATE WHEN GAS PEDAL WAS PRESSED. ALSO, UNEXPECTED ACCELERATION OCCURRED INTERMITTENTLY.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063410
Date of Incident: 0
Vehicle: 2003 TOYOTA CAMRY

Location of Incident: SAINT LOUIS, MO
NHTSA Summary:
THE VEHICLE FAILED TO RESPOND WHEN THE DRIVER PRESSED THE BRAKE PEDAL. INSTEAD THE VEHICLE EXPERIENCED UNWANTED ACCELERATION, AND CRASHED INTO SOME BUSHES AND A CEMENT EMBANKMENT. *AK *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: ARLINGTON, TX
NHTSA Summary:
Additional Summary:
"PRODUCTS LIABILITY/TOYOTA ACCELERATING ON ITS OWN - She has a 2004 Toyota Camry and in the last 2 months it has accelerating on its own. when she put her foot on the brake, it did not stop She took it to the dealership and they put plastic clips to secure the floor mat to the floor and cleaned sticky residue. She wants to make sure it will not happen again. She heard a news bulletin that Toyota thinks it is not the floor mats and she is now concerned it may be something else and need someone to tell her what to do from here."

Toyota ID No:
NHTSA ODI No: 10072290
Date of Incident: 0
Vehicle: 2004 TOYOTA CAMRY
Location of Incident: MISSOURI CITY, TX
NHTSA Summary:
WHILE SHIFTING INTO REVERSE WITH FOOT DEPRESSED ON THE BRAKES VEHICLE ACCELERATED AT HIGH SPEED AS A RESULT, VEHICLE CRASHED INTO FOUR HOUSES, INJURING SEVERAL PEOPLE, ESPECIALLY ONE PERSON IN BEDROOM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10071569
Date of Incident: 0
Vehicle: 2000 TOYOTA CAMRY SOLARA
Location of Incident: TOMS RIVER, NJ
NHTSA Summary:
VEHICLE SURGED FORWARD AFTER RELEASING THE GAS PEDAL AND HIT A TREE. *PH *JB
Additional Summary:

Toyota ID No: 200403090317
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2003 TOYOTA, LEXUS CAMRY, CAMRY SOLARA, ES300
Location of Incident: BALTIMORE, MD
NHTSA Summary:
*** PHONE LOG 03/09/2004 08:41:51 AM EMENDOZA

CUST STS WHEN BRAKES ARE PRESSED VEH STOPS BUT THEN SURGES FORWARD A ABRUPTLY OR SLIGHTLY ROLLS CUST STS WATCHED NEWS ON WBAL TV NEWS IN BALTIMORE,MD AT 6:30AM TODAY 3/9/2004 BUT BUT FIRST SAW THE NEWSCAST YESTERDAY 3/8/2004 AT 10PM.CUST STS NHTSA CLAIMS 1,010 TOY VEHS MAY BE AFFECTED BY THIS PROBLEM CUST STS NHTSA IS LOOKING INTO TOY COMPLAINTS CUST STS SHE IS EXPERIENCING VEH SURGING FORWARD ON & OFF BUT NOT EVERYTIME THE BREAKS ARE PRESSED.CUST STS SHE FEELS SAFE

*** CASE CLOSE 03/10/04 06:06:41 AM DLR19027
HAVE SPOKEN TO CUST. SHE HAS MAD APPT. TO BRING CAR IN FOR US TO LOOK AT. CUST UNDRSTANDS THAT HER PROBLEM MAY NOT HAVE ANYTHINNG TO WITH WHAT SHE HEARD ON THE RADIO. PL. CL
Additional Summary:

Toyota ID No:
NHTSA ODI No: 756410
Date of Incident: 0
Vehicle: 2000 TOYOTA CELICA
Location of Incident: BIRMINGHAM, AL
NHTSA Summary:
SEVERAL TIMES ACCELERATOR HAS STUCK. HAD PROBLEM FIXED AND HAS BEGUN HAPPENING AGAIN AFTER SHORT TIME (FIXED 6 MONTHS AGO) *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 873117
Date of Incident: 0
Vehicle: 2000 TOYOTA COROLLA
Location of Incident: HORSESHOE BAY, TX
NHTSA Summary:
WHEN DRIVING 20 MPH AND UPON DEPRESSING BRAKE PEDAL TO MAKE A NORMAL STOP VEHICLE CONTINUED TO ACCELERATE WHICH CAUSED A REAR END COLLISION. VEHICLE CAUGHT ON FIRE DUE TO BATTERY LEAKING. ALSO, PASSENGER'S SIDE SEAT BELT DID NOT LOCK WHICH FORCED THE PASSENGER INTO THE WINDSHIELD. VEHICLE WAS A TOTAL LOSS PLEASE PROVIDE ANY FURTHER DETAILS *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8005340
Date of Incident: 0
Vehicle: 2001 TOYOTA COROLLA
Location of Incident: CAMBRIA, CA
NHTSA Summary:
WHEN TRAVELING DOWN HILL WITH THE DEALER INSTALLED CRUISE CONTROL ON, VEHICLE WILL CHUG AS IF IT IS LOSING POWER OR OUT OF GAS. ALSO, WHEN IT'S RAINING. WHEN VEHICLE IS TRAVELING ON AN INCLINE, TIRES WILL SPIN. CRUISE CONTROL WILL DECELERATE *AK CONSUMER STATES HEADLIGHTS ARE ADJUSTED TOO LOW. HESISTATION FEELING WHEN TRAVELING SLIGHTLY DOWN HILL. DEALER ADJUSTED THROTTLE CABLE BUT CONDITION STILL EXSISTS.*YD
Additional Summary:

Toyota ID No:
NHTSA ODI No: 8006614
Date of Incident: 0
Vehicle: 2002 TOYOTA COROLLA
Location of Incident: FOUNTAIN HILL, AZ
NHTSA Summary:
WHILE TRAVELING AT 75 MPH ON CRUISE CONTROL AND WITHOUT ANY INDICATION GAS PEDAL TRAVELED TO FLOORBOARD, CAUSING VEHICLE TO ACCELERATE TO 100 MPH. CONSUMER PUSHED CLUTCH TO STOP VEHICLE, VEHICLE WAS STILL IDLING HIGH AFTER VEHICLE WAS STOPPED *AK THE CONSUMER STATED THAT THE PROBLEM WAS THE ACCELERATOR JAMMED OPEN AND TURNING OFF. ALSO, THE CRUISE CONTROL WOULD NOT RETURN ENGINE TO NORMAL IDLING. *YH
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10036603
Date of Incident: 0
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: ELYRIA, OH
NHTSA Summary:
CONSUMER STATES WHILE AT A COMPLETE WITHOUT ANY INDICATION VEHICLE ACCELERATED CAUSING CONSUMER TO LOOSING CONTROL OF VEHICLE RESULTING INTO A VEHICLE CRASH PLEASE PROVIDE FURTHER INFORMATION.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10061745
Date of Incident: 0
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: TEANECK, NJ
NHTSA Summary:
CONSUMER COMPLAINED ABOUT AN INTERMITTENT ACCELERATION PROBLEM VEHICLE DID NOT STOP WHEN APPLYING THE BRAKES CONSUMER HAD TO TURN OFF THE IGNITION FOR THE VEHICLE TO STOP CONSUMER TOOK THE VEHICLE TO THE DEALER AND DEALER WAS UNABLE TO DUPLICATE OR RESOLVE THE PROBLEM *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063314
Date of Incident: 0
Vehicle: 2003 TOYOTA COROLLA
Location of Incident: PEARL RIVER, NY
NHTSA Summary:
WHEN APPLYING THE BRAKES VEHICLE SUDDENLY ACCELERATED. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 764271
Date of Incident: 0
Vehicle: 2002 LEXUS ES300
Location of Incident: LEXINGTON, NC

NHTSA Summary:
WE HAVE A SURGE OR SKIP ON DEACCELERATION THIS WILL HAPPEN FROM 40 TO 60 MPH THE DEALER WILL ONLY TELL US THEY ARE AWARE OF THE PROBLEM BUT HAVE NO CURE I FEEL THAT AFTER 7 MONTHS THEY SHOULD HAVE A FIX *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10063306
Date of Incident: 0
Vehicle: 2002 LEXUS GS300
Location of Incident: NEW HAVEN, CT
NHTSA Summary:
WHEN PRESSING THE BRAKE PEDAL, THE VEHICLE WOULD INTERMITTENTLY LURCH FORWARD THE DEALER COULD NOT DETERMINE THE CAUSE OF THE PROBLEM. *AK *SC *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10067419
Date of Incident: 0
Vehicle: 2002 LEXUS GS300
Location of Incident: COLLIERVILLE, TN
NHTSA Summary:
WHILE DRIVING 30 MPH VEHICLE SUDDENLY ACCELERATED. CONSUMER APPLIED THE BRAKES AND VEHICLE JERKED VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC WAS NOT ABLE TO DUPLICATE OR RESOLVE THE PROBLEM. *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 550440
Date of Incident: 0
Vehicle: 9999 LEXUS GS400
Location of Incident: WASHINGTON, DC
NHTSA Summary:
VEHICLE EXPERIENCES DELAYED ACCELERATION DUE TO DESIGN, VEHICLE HAS AN ACTUATOR RATHER THAN A THROTTLE CABLE YH
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10065012
Date of Incident: 0
Vehicle: 2002 LEXUS IS300
Location of Incident: SKOKIE, IL
NHTSA Summary:
INTERMITTENTLY WHEN ACCELERATOR PEDAL IS DEPRESSED IT STICKS. WHEN THIS OCCURS VEHICLE ACCELERATES AT A HIGH SPEED. THE BRAKE PEDAL FAILS TO STOP THE ACCELERATION IGNITION HAS TO BE TURNED OFF TO STOP THE ACCELERATION VEHICLE HAD BEEN SERVICED SEVERAL TIMES BY THE DEALERSHIP, BUT WAS NOT ABLE TO RESOLVE THE PROBLEM *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2004 LEXUS LEXUS
Location of Incident: .
NHTSA Summary:
Additional Summary:
I own a 2004 lexus, have experienced "the stuck gas pedal twice.
my car is not part of the recal What
can I do. The dealer denies the problem

Toyota ID No:
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2008 LEXUS LEXUS
Location of Incident: SHAVERTOWN, PA
NHTSA Summary:
Additional Summary:
Sent. Friday, January 22, 2010 12:07 PM
Subject: Lexus Story on WNEP last night
Dave: I had a similar experience as your lady from Scranton with my 2008 Lexus I would like to give you my complete experience with Toyota I'm not looking for publicity but I have hired an attorney and we are exploring various options

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Toyota ID No:
NHTSA ODI No: 10064727
Date of Incident: 0
Vehicle: 2001 LEXUS LX470
Location of Incident: OAKTON, VA
NHTSA Summary:
WHEN SHIFTING INTO DRIVE VEHICLE JERKED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THEN, VEHICLE SURGED ERRATICALLY. AND CAUSED THE CONSUMER TO RUN INTO A PARKED VEHICLE.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10062881
Date of Incident: 0
Vehicle: 2003 TOYOTA MATRIX
Location of Incident: ORANGE, CA
NHTSA Summary:
WHEN AT A STOP SIGN OR WHEN PLACING VEHICLE IN REVERSE ENGINE WILL RACE AND VEHICLE WILL UNEXPECTEDLY ACCELERATE OUT OF CONTROL. *AK ENGINE INTERMITTENTLY IDLE UP TO ABOUT 2,000 RPM REGARDLESS OF TEMPERATURE CAUSE NOT YET DETERMINED. PROBLEM IS SIMILAR TO PE04021 *LA
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10026336
Date of Incident: 0
Vehicle: 2003 TOYOTA PRIUS
Location of Incident: PALO ALTO, CA
NHTSA Summary:
CONSUMER WAS TRAVELING AT 70MPH ON HIGHWAY WITH CRUISE CONTROL ENGAGED. WHEN DEPRESSING BRAKE PEDAL TO DISENGAGE CRUISE CONTROL THE VEHICLE SPUN OUT AND STOPPED FACING THE ONCOMING TRAFFIC *AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 758187
Date of Incident: 0
Vehicle: 2001 TOYOTA RAV4
Location of Incident: BOURBONNAIS, IL
NHTSA Summary:
THE VEHICLE DOESN'T RESPOND TO THROTTLE PRESSURE AND TRANSMISSION DOESN'T SHIFT DOWN PROPERLY THIS IS NOTICED AS A HESITATION. WHEN THE TRANSMISSION FINALLY DOWN SHIFTS IT SHIFTS ALL THE WAY TO FIRST GEAR. THEN ROARS FOR A FEW SECONDS. THEN SHIFTS QUICKLY.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 757818
Date of Incident: 0
Vehicle: 2002 TOYOTA RAV4
Location of Incident: COLUMBUS, OH
NHTSA Summary:
RE. FUEL THROTTLE LINKAGE FAILURE: HIGH IDLE SPEED; UNPREDICTABLE IDLE SPEED OSCILLATION / SURGES. UNPREDICTABLE ACCELERATION / DECELERATION (PARTICULARLY WHEN ENGINE IS COLD). CAR WILL SOMETIMES FAIL TO DECELERATE AFTER TAKING FOOT OFF GAS WHEN AT LOW SPEEDS (10-25 MPH), FOR EXAMPLE, WHEN TURNING A CORNER OR DRIVING DOWN A RESIDENTIAL STREET. THIS MANUAL TRANSMISSION CAR WILL SOMETIMES DRIVE/LURCH FORWARD ON ITS OWN WITHOUT PRESSING ON THE GAS PEDAL WHEN IN 2ND OR 3RD GEAR, ONCE RPMS DROP TO ABOUT 1500 TOLD BY THE DEALER AND TOYOTA THAT THIS IS THE RESULT OF A NEW EMISSIONS CONTROL COMPUTER, AND THAT THE CAR IS OPERATING AS DESIGNED. RE: STRUCTURE - ROOF RACK: PIECE OF THE COVERING TO THE ROOF RACK FELL OFF WHEN DRIVING DOWN THE FREEWAY. COULD HAVE BEEN DANGEROUS IF THERE WOULD HAVE BEEN A CAR DRIVING BEHIND ME AT THE TIME.*AK
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10011770
Date of Incident: 0
Vehicle: 2002 TOYOTA RAV4
Location of Incident: CHICAGO, IL
NHTSA Summary:
VEHICLE ACCELERATES ON ITS OWN.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10001251
Date of Incident: 0
Vehicle: 2003 TOYOTA RAV4
Location of Incident: CAPE CANAVERAL, FL
NHTSA Summary:
CONSUMER STATED THE VEHICLE THAT HE PURCHASED DID NOT COME EQUIPPED WITH CRUISE CONTROL, SO THE DEALER OFFERED TO ADD IT. IT WAS SOON DISCOVERED THAT THE CRUISE CONTROL WAS FAULTY. WHEN THE CRUISE CONTROL IS ACTUATED TO MAINTAIN A CERTAIN SPEED , IN ORDER TO STAY WITH THE FLOW OF TRAFFIC THE VEHICLE ACCELERATES 3-4 MPH ABOVE THE DESIRED SPEED THEN DROPS BACK 3-4 MPH BELOW THE DESIRED SPEED, THEN SLOWLY MOVES UP TO THE DESIRED SPEED. THE SECOND CRUISE CONTROL WAS INSTALLED AND ACTED EXACTLY AS THE FIRST. IN THE END THE CONSUMER WAS INFORMED THAT THE UNIVERSAL CRUISE CONTROL WAS NOT COMPATIBLE WITH THE CONSUMER'S VEHICLE AND IF A UNIT BECAME AVAILABLE THE DEALER WOULD INSTALL THE NEW UNIT.*JB
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2008 LEXUS RX400H
Location of Incident: .
NHTSA Summary:
Additional Summary:
We thought that you might be interested in the fact that our Lexus RX400H hybrid (2008 model year) had the same problem with sudden acceleration several months ago. We were pulling into a parking place and were almost to the curb when the car suddenly to

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Toyota ID No:
NHTSA ODI No:
Date of Incident: 0
Vehicle: 2005 TOYOTA SIENNA
Location of Incident: SANTA BARBARA, CA
NHTSA Summary:
2005 TOYOTA SIENNA - SUA - CRUSHED BETWEEN 2 CARS - PUSHED A NISSAN 300Z 6 FEET. DAUGHTER GOT INTO THE CR TO BACK IT OUT OF THE DRIVEWAY. RACED FORWARD. CARPETED FLOOR MAT ONLY. MOTHER WAS CRUSHED BETWEEN THE VEHICLES. THOUGHT HER DAUGHTER WAS AT FAULT. MONTHS LATER MOTHER WAS DRIVING AND IT REVVED HIGH. TRADED IN FOR A PRIUS
Kelley@education.ucsb.edu
Additional Summary:

Toyota ID No:
NHTSA ODI No: 9001115
Date of Incident: 0
Vehicle: 2000 TOYOTA TUNDRA
Location of Incident: CALHOUN, LA
NHTSA Summary:
CRUISE CONTROL DOWNSHIFT TO PASSING GEAR. RAPIDLY, CAUSING EXCESSIVE SPEED TO ACCELERATE 5 MILES PAST SETTING.
Additional Summary:

Safety Research & Strategies, Inc.
340 Anawan Street / Suite 200
Rehoboth, MA 02769
Ph. 508-252-2333, Fax 508-252-3137
www.safetyresearch.net

Appendix B: *A Sampling of Incidents of Unintended Acceleration in Recalled Vehicles not Explained by Pedal and Mat Failures*

The attached appendix is comprised of a sampling consumer complaints to NHTSA of unintended acceleration incidents occurring in recalled vehicles that are characterized by failure modes that appear to be outside of the scope of the floor mat and accelerator pedal recalls. Sources for these incidents include:

- Consumer complaints to NHTSA
- Toyota-submitted claims from several NHTSA investigations into SUA
- Incidents reported by media organizations
- Consumer contacts made to Safety Research & Strategies, Inc., and other organizations who are reporting incidents that they have received.

Toyota ID No:
NHTSA ODI No: 10181756
Date of Incident: 20061123
Vehicle: 2007 TOYOTA AVALON
Location of Incident: .
NHTSA Summary:
NOV 23, 2006: IN REPOSITIONING MY 2007 AVALON XLS IN THE DRIVEWAY OF MY SISTER'S HOUSE, I SLOWLY PULLED FORWARD TO RE-PARK AND APPLIED THE BRAKES TO STOP AND THE ACCELERATOR IMMEDIATELY WENT TO HIGH RPMS - I HAD TO BRAKE VERY HARD TO KEEP FROM HITTING MY BROTHER-IN-LAW AND HIS HOUSE. I WAS BRAKING - AND TURNED OFF THE IGNITION. ON DEC 23, 2006 THE SAME PROBLEM OCCURRED TWO BLOCKS IN A ROW IN OUR CONGESTED DOWNTOWN AREA. THE 1ST TIME, I WAS STOPPING VERY SLOWLY; THE SECOND TIME I WAS BRAKING TO WAIT FOR A PARKING SPACE. THE 1ST TIME I TRIED CHANGING GEARS AND THEN TURNED OFF THE IGNITION. THE SECOND TIME I IMMEDIATELY TURNED OFF THE IGNITION. MY WIFE WAS A WITNESS. I DROVE THIS CAR FOR THE MONTH AFTER IT'S PURCHASE NEW (SEP 6, 2006), EVERY 2ND/3RD DAY FOR THE MONTH OF OCT 2006, AND OFF/ON DURING NOV 2006 WITHOUT THIS PROBLEM. I TOLD THE LOCAL/DISTRICT TOYOTA PERSONNEL THAT I COULD NOT TRUST THIS PARTICULAR VEHICLE. IT HAS BEEN PARKED EITHER AT THE DEALERSHIP OR IN MY GARAGE ALMOST EVERY DAY SINCE DEC 23, 2006. THE DISTRICT TOYOTA PERSONNEL SAID THAT THEY DID NOT CONSIDER MY CAR UNSAFE BECAUSE THEY 'COULD NOT FIND ANY ERROR CODES' IN THE CAR'S SYSTEM, AND ON THE 102 MILE TEST DRIVE THEY DID, WITHOUT ME PRESENT, THEY DID NOT EXPERIENCE MY PROBLEM. THEY DID SIMULATE IT BY STEPPING ON THE BRAKE AND ACCELERATOR AT THE SAME TIME!!!! I WAS ON THE HIGHEST ALERT THE SECOND TIME IT HAPPENED ON DECEMBER 23RD! MY FOOT WAS NOT ON THE ACCELERATOR! I WAS BRAKING ALL THREE TIMES - OR ELSE MY BROTHER-IN-LAW WOULD HAVE BEEN INJURED, HIS HOUSE DAMAGED, AND CARS DOWNTOWN HIT. I RESENT THE INSINUATION THAT I WAS PUSHING BOTH PEDALS ALL THREE TIMES. NO EXPLANATION WHY I HAD NOT EXPERIENCED THIS PROBLEM IN THE NEARLY THREE MONTHS (WITH THE SAME SHOES ON) BEFORE THE PROBLEM FIRST AROSE. TOYOTA CLOSED MY PROBLEM REPORT AS 'SOLVED' EVEN THOUGH THE LOCAL SERVICE MANAGER STATED HE DID NOT CONSIDER IT 'SOLVED'. WHY?? *NM
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292580
Date of Incident: 20070514
Vehicle: 2005 TOYOTA PRIUS
Location of Incident: BAKERSFIELD, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 70 MPH WITH THE OVER DRIVE SYSTEM ACTIVATED, THE VEHICLE ACCELERATED WITHOUT WARNING WHEN BRAKES WERE ENGAGED. IMMEDIATELY, THE OVERDRIVE CONTROL SWITCH WAS DEACTIVATED AND THE VEHICLE SLOWED DOWN. THE CONTACT WAS ABLE TO RESUME NORMAL OPERATION. THE FAILURE RECURRED AND HAS NOT BEEN REPAIRED. THE CONTACT HAD CONCERNS OF THE SAFETY RISK INVOLVED. THE VIN WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 33,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10281834
Date of Incident: 20080219
Vehicle: 2007 TOYOTA TACOMA

Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
SUDDEN ACCELERATION OF MY 2007 TACOMA. MORE THEN ONCE WHEN I CAME TO A STOP, THE TRUCK WOULD SUDDENLY ACCELERATE. IT HAPPENED AT A STOP JUST BEFORE MY ACCIDENT AND A SCHOOL BUS WAS GOING THOUGH THE INTERSECTION WHEN I GOT OUT OF MY TRUCK AT A PUBLIC STORAGE GATE A MINUTE LATTER AND GOT BACK IN AND WAITED FOR THE GATE TO OPEN I SUDDENLY HAD A UNINTENDED ACCELERATION OF MY 2007 TOYOTA TACOMA. WHEN I HIT THE BREAK IT WENT FASTER. I HAD TO PUT IT IN PARK TO STOP THE BACK WHEELS FROM SPINNING. THE GATE WAS TOTALED FROM MY TRUCK. I WAS NOT EVEN DRIVING AND IT TOOK OFF ON ITS OWN! I HAD TOYOTA INSPECT IT AND THEY COULD NOT FIND ANYTHING WRONG. I HAVE NOT HAD ANY ACCIDENTS FOR 20 YEARS, NOW MY INSURANCE RATES ARE HIGH, PLEASE INVESTIGATE THIS, IT IS NOT A WRONG PEDDLE PROBLEM. IT ALSO HAPPENED ONCE BEFORE AND I HAD LESS THEN 5000 MILES ON THE TACOMA, BUT THE ROAD WAS WET SO I WAS NOT SURE IF IT WAS THE ROAD. IT WAS LESS THEN A YEAR OLD WHEN IT HAPPENED AGAIN, AND I WAS GONE TO TAKE IT TO THE DEALER AFTER I ALMOST HIT THE SCHOOL BUS, BUT DIDN'T GET THE CHANCE. I HAD TO STOP AT THE STORAGE PLACE AND THAT WAS WHERE I RAN INTO THE GATE. I SINCE HAD A VOLUNTARY REPO AND GAVE IT BACK, I WOULD NOT DRIVE IT AND FEEL SAFE AGAIN. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10222461
Date of Incident: 20080322
Vehicle: 2006 TOYOTA PRIUS
Location of Incident: SALT LAKE CITY, UT
NHTSA Summary:
CAR ACCELERATED WITHOUT PRESSING ON THE GAS PEDAL. HAD TO APPLY THE BRAKES SO HARD THAT THEY WERE LEFT SMOKING TO STOP THE CAR. TOWED IT TO MARK MILLER TOYOTA. THEY RAN TESTS, AND CLAIM THE GAS PEDAL AND BRAKE WERE APPLIED AT THE SAME TIME, IMPLYING THAT THE PROBLEM WAS HUMAN CAUSED. WE DISAGREE. HAVE BEEN DRIVING FOR 30 YEARS PLUS, NO TICKETS IN DECADES. THE IDEA THAT WE WERE APPLYING THE ACCELERATOR WHILE BRAKING HARD IS LUDICROUS. THE COMPUTER REGISTERED THAT THE PRESSURE WAS APPLIED TO THE PEDAL, BUT THE COMPUTER APPLIED THE PRESSURE. WE ALSO EXPERIENCED THIS OCCURRING ON AT LEAST TWO OTHER OCCASIONS. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10236346
Date of Incident: 20080421
Vehicle: 2008 TOYOTA HIGHLANDER
Location of Incident: PHOENIX, AZ
NHTSA Summary:
IN FEBURARY 2008, I PURCHASED A 2008 TOYOTA HIGHLANDER. ON TWO SEPARATE OCCASIONS SINCE PURCHASING THE VEHICLE, WHEN SLOWLY PULLING INTO A PARKING SPACE THE VEHICLE UNEXPECTEDLY ACCELERATED. ON THE FIRST OCCASION (APRIL 2008), THE INCIDENT ENDED IN AN ACCIDENT AS THE VEHICLE SLAMMED INTO A WALL. THE SECOND INCIDENCE OCCURRED APPROXIMATELY 3 MONTHS LATER AND NEARLY CAUSED ANOTHER ACCIDENT. AGAIN, AS I WAS PULLING INTO A PARKING SPACE THE VEHICLE UNEXPECTEDLY ACCELERATED. HOWEVER, THE VEHICLE WAS STOPPED BY A PARKING PYLON BEFORE HITTING A WALL. I HAVE HAD THE VEHICLE INSPECTED BY THE LOCAL DEALERSHIP AND THEY CLAIM THAT THEY CAN NOT FIND ANY ISSUES WITH

VEHICLE. BASED ON MY RESEARCH, THIS DOES NOT APPEAR TO BE AN ISOLATED PROBLEM AS OTHER TOYOTA VEHICLES ARE NOTED AS HAVING THE SAME ISSUE. I FEEL THAT THIS VEHICLE IS THREAT NOT ONLY TO THE SAFETY OF MY FAMILY, BUT TO OTHERS ON THE ROAD. UPDATED 08/08/08 *JB
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10249417
Date of Incident: 20081120
Vehicle: 2006 TOYOTA TACOMA
Location of Incident: WEATHERFORD, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE ATTEMPTING TO PARK WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE SUDDENLY LUNGED FORWARD INTO A BUILDING. THE AIR BAGS FAILED TO DEPLOY. THE CONTACT AND PASSENGER WERE UNINJURED AND BOTH WERE WEARING THEIR SEAT BELTS. THE FRONT BUMPER AND GRILL WERE SMASHED INTO THE VEHICLE. A POLICE REPORT WAS FILED. THE CONTACT WAS ABLE TO DRIVE AWAY FROM THE SCENE. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 33,311.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10253526
Date of Incident: 20090101
Vehicle: 2006 TOYOTA TACOMA
Location of Incident: SALEM, VA
NHTSA Summary:
WHILE ATTEMPTING TO STOP AT THE END OF A PARKING LOT, THE ENGINE ACCELERATED. THE VEHICLE LURCHED FORWARD RAPIDLY, COULD NOT BE STOPPED BY BRAKING. THE VEHICLE SURGED OVER A CURB, SHRUBS, AND THROUGH A CHAIN LINK FENCE BEFORE IT WAS ABLE TO BE STOPPED. THIS IS THE SECOND TIME THIS HAS OCCURRED. THE FIRST INCIDENT DID NOT RESULT IN ANY DAMAGE. SINCE THE INCIDENT OCCURRED THIS EVENING NO CORRECTIVE MEASURE HAS YET BEEN TAKEN. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292480
Date of Incident: 20090613
Vehicle: 2007 TOYOTA CAMRY
Location of Incident: MARTINEZ, GA
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA CAMRY. WHILE APPROACHING A RED TRAFFIC LIGHT THE VEHICLE SUDDENLY BEGAN TO ACCELERATE ON ITS ON. HOWEVER, SHE WAS ABLE TO CONTROL THE VEHICLE. THE FAILURE OCCURRED ON TWO OCCASIONS. THE CURRENT AND THE FAILURE MILEAGES WERE 15,000.
Additional Summary:

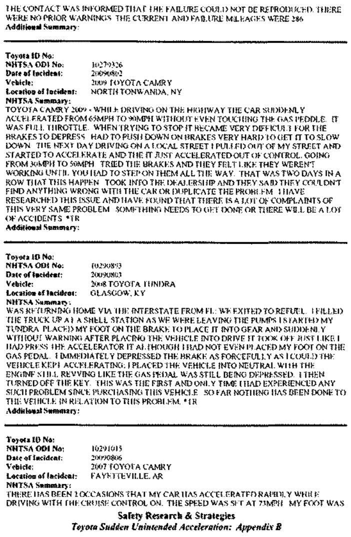
Toyota ID No:
NHTSA ODI No: 10285972
Date of Incident: 20090623

Vehicle: 2009 TOYOTA AVALON
Location of Incident: BANNING, CA
NHTSA Summary:
GOING VERY SLOWLY AND HEADING INTO A CURB IN A PARKING LOT, I STEPPED ON THE BRAKE. AND INSTEAD THE CAR ACCELERATED AND STOPPED ONLY WHEN IT HIT A LIMB OF A LARGE BUSH. IT LEFT A DENT IN MY FRONT BUMPER. THIS HAS HAPPENED ONLY ONE TIME. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299642
Date of Incident: 20090718
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: SIDNEY, NY
NHTSA Summary:
TL*THE CONTACT OWNS A 2009 TOYOTA CAMRY. SHE STATED THAT WHILE DRIVING 15 MPH AND MAKING A LEFT TURN, THE VEHICLE ACCELERATED AND CRASHED INTO A CURB OVER AN EMBANKMENT. THE CONTACT SUSTAINED MAJOR INJURIES AND A BROKEN ANKLE. THE VEHICLE WAS TOWED. THE VEHICLE WAS REPAIRED. THE DEALER WHERE THE CONTACT PURCHASED THE VEHICLE WAS NOTIFIED AND THEY STATED THAT THEY WOULD REPORT IT TO TOYOTA. THE CONTACT HAS NOT DRIVEN THE VEHICLE SINCE THE CRASH OCCURRED. THE FAILURE AND CURRENT MILEAGES WERE 6975.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10278567
Date of Incident: 20090725
Vehicle: 2007 LEXUS ES350
Location of Incident: NORTH HAVEN, CT
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 LEXUS ES350. THE CONTACT STATED THAT THE VEHICLE ACCELERATES WITHOUT WARNING. SHE STATED THAT THE ENGINE MADE A SQUEALING NOISE WHEN SHE PRESSED THE PUSH TO START BUTTON. SHE DEPRESSED THE BRAKE PEDAL, PLACED THE VEHICLE INTO REVERSE, AND THE VEHICLE SPED UP AND WOULD NOT STOP. SHE DEPRESSED THE BRAKE PEDAL WITH ALL OF HER STRENGTH, BUT THE VEHICLE WOULD NOT STOP. IT FINALLY CAME TO A STOP WHEN IT STRUCK THE SIDE OF A GARAGE. THE CONTACT WAS BRUISED AND STARTLED. A POLICE REPORT WAS FILED. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 39,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10299727
Date of Incident: 20090726
Vehicle: 2010 TOYOTA CAMRY
Location of Incident: NORWALK, CT
NHTSA Summary:
TL*THE CONTACT OWNS A 2010 TOYOTA CAMRY. WHILE DRIVING APPROXIMATELY 5 MPH INTO A PARKING SPACE THE VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING CAUSING THE VEHICLE TO CRASH INTO A BUILDING. THE CONTACT WAS NOT INJURED. A POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN TO THE DEALER AND


THE CONTACT WAS INFORMED THAT THE FAILURE COULD NOT BE REPRODUCED. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 286

Additional Summary:

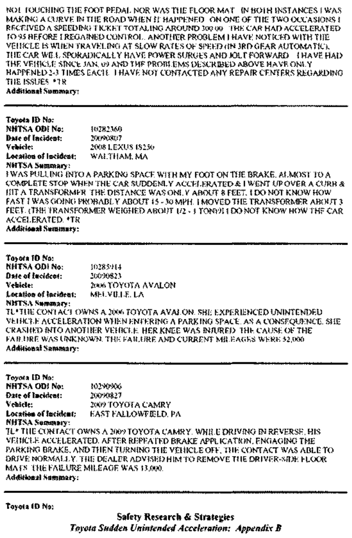
Toyota ID No:
NHTSA ODI No: 10279326
Date of Incident: 20090802
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: NORTH TONWANDA, NY
NHTSA Summary:
TOYOTA CAMRY 2009 - WHILE DRIVING ON THE HIGHWAY THE CAR SUDDENLY ACCELERATED FROM 65MPH TO 90MPH WITHOUT EVEN TOUCHING THE GAS PEDDLE. IT WAS FULL THROTTLE. WHEN TRYING TO STOP IT BECAME VERY DIFFICULT FOR THE BRAKES TO DEPRESS. HAD TO PUSH DOWN ON BRAKES VERY HARD TO GET IT TO SLOW DOWN. THE NEXT DAY DRIVING ON A LOCAL STREET I PULLED OUT OF MY STREET AND STARTED TO ACCELERATE AND THE IT JUST ACCELERATED OUT OF CONTROL, GOING FROM 30MPH TO 50MPH. TRIED THE BRAKES AND THEY FELT LIKE THEY WERENT WORKING UNTIL YOU HAD TO STEP ON THEM ALL THE WAY. THAT WAS TWO DAYS IN A ROW THAT THIS HAPPEN. TOOK INTO THE DEALERSHIP AND THEY SAID THEY COULDN'T FIND ANYTHING WRONG WITH THE CAR OR DUPLICATE THE PROBLEM. I HAVE RESEARCHED THIS ISSUE AND HAVE FOUND THAT THERE IS A LOT OF COMPLAINTS OF THIS VERY SAME PROBLEM. SOMETHING NEEDS TO GET DONE OR THERE WILL BE A LOT OF ACCIDENTS. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290893
Date of Incident: 20090803
Vehicle: 2008 TOYOTA TUNDRA
Location of Incident: GLASGOW, KY
NHTSA Summary:
WAS RETURNING HOME VIA THE INTERSTATE FROM FL; WE EXITED TO REFUEL. I FILLED THE TRUCK UP AT A SHELL STATION AS WE WERE LEAVING THE PUMPS I STARTED MY TUNDRA. PLACED MY FOOT ON THE BRAKE TO PLACE IT INTO GEAR AND SUDDENLY WITHOUT WARNING AFTER PLACING THE VEHICLE INTO DRIVE IT TOOK OFF JUST LIKE I HAD PRESS THE ACCELERATOR IT ALTHOUGH I HAD NOT EVEN PLACED MY FOOT ON THE GAS PEDAL. I IMMEDIATELY DEPRESSED THE BRAKE AS FORCEFULLY AS I COULD THE VEHICLE KEPT ACCELERATING; I PLACED THE VEHICLE INTO NEUTRAL WITH THE ENGINE STILL REVVING LIKE THE GAS PEDAL WAS STILL BEING DEPRESSED. I THEN TURNED OFF THE KEY. THIS WAS THE FIRST AND ONLY TIME I HAD EXPERIENCED ANY SUCH PROBLEM SINCE PURCHASING THIS VEHICLE. SO FAR NOTHING HAS BEEN DONE TO THE VEHICLE IN RELATION TO THIS PROBLEM. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291015
Date of Incident: 20090806
Vehicle: 2007 TOYOTA CAMRY
Location of Incident: FAYETTEVILLE, AR
NHTSA Summary:
THERE HAS BEEN 2 OCCASIONS THAT MY CAR HAS ACCELERATED RAPIDLY WHILE DRIVING WITH THE CRUISE CONTROL ON. THE SPEED WAS SET AT 73MPH. MY FOOT WAS


NOT TOUCHING THE FOOT PEDAL NOR WAS THE FLOOR MAT. IN BOTH INSTANCES I WAS MAKING A CURVE IN THE ROAD WHEN IT HAPPENED. ON ONE OF THE TWO OCCASIONS I RECEIVED A SPEEDING TICKET TOTALING AROUND 300.00. THE CAR HAD ACCELERATED TO 95 BEFORE I REGAINED CONTROL. ANOTHER PROBLEM I HAVE NOTICED WITH THE VEHICLE IS WHEN TRAVELING AT SLOW RATES OF SPEED (IN 3RD GEAR AUTOMATIC), THE CAR WILL SPORADICALLY HAVE POWER SURGES AND JOLT FORWARD. I HAVE HAD THE VEHICLE SINCE JAN. 09 AND THE PROBLEMS DESCRIBED ABOVE HAVE ONLY HAPPENED 2-3 TIMES EACH. I HAVE NOT CONTACTED ANY REPAIR CENTERS REGARDING THE ISSUES. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10282360
Date of Incident: 20090807
Vehicle: 2008 LEXUS IS250
Location of Incident: WALTHAM, MA
NHTSA Summary:
I WAS PULLING INTO A PARKING SPACE WITH MY FOOT ON THE BRAKE, ALMOST TO A COMPLETE STOP WHEN THE CAR SUDDENLY ACCELERATED & I WENT UP OVER A CURB & HIT A TRANSFORMER. THE DISTANCE WAS ONLY ABOUT 8 FEET. I DO NOT KNOW HOW FAST I WAS GOING PROBABLY ABOUT 15 - 30 MPH. I MOVED THE TRANSFORMER ABOUT 3 FEET. (THE TRANSFORMER WEIGHED ABOUT 1/2 - 1 TON)!! I DO NOT KNOW HOW THE CAR ACCELERATED. *TR

Additional Summary:

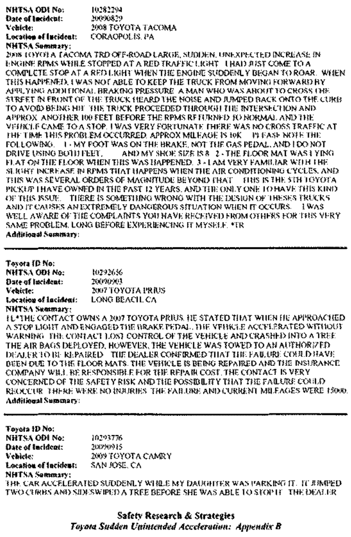
Toyota ID No:
NHTSA ODI No: 10285914
Date of Incident: 20090823
Vehicle: 2006 TOYOTA AVALON
Location of Incident: MELVILLE, LA
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 TOYOTA AVALON. SHE EXPERIENCED UNINTENDED VEHICLE ACCELERATION WHEN ENTERING A PARKING SPACE. AS A CONSEQUENCE, SHE CRASHED INTO ANOTHER VEHICLE. HER KNEE WAS INJURED. THE CAUSE OF THE FAILURE WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 52,000

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290906
Date of Incident: 20090827
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: EAST FALLOWFIELD, PA
NHTSA Summary:
TL* THE CONTACT OWNS A 2009 TOYOTA CAMRY. WHILE DRIVING IN REVERSE, HIS VEHICLE ACCELERATED. AFTER REPEATED BRAKE APPLICATION, ENGAGING THE PARKING BRAKE, AND THEN TURNING THE VEHICLE OFF, THE CONTACT WAS ABLE TO DRIVE NORMALLY. THE DEALER ADVISED HIM TO REMOVE THE DRIVER-SIDE FLOOR MATS. THE FAILURE MILEAGE WAS 13,000.

Additional Summary:

Toyota ID No:

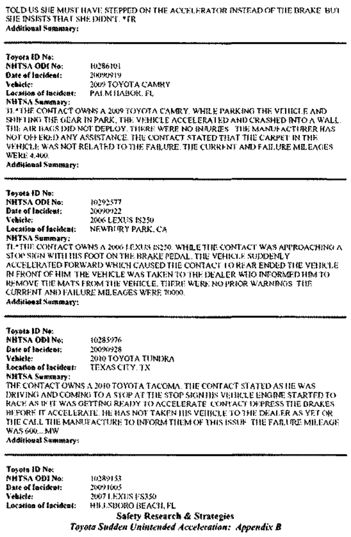

NHTSA ODI No: 10282294
Date of Incident: 20090829
Vehicle: 2008 TOYOTA TACOMA
Location of Incident: CORAOPOLIS, PA
NHTSA Summary:
2008 TOYOTA TACOMA TRD OFF-ROAD LARGE, SUDDEN, UNEXPECTED INCREASE IN ENGINE RPMS WHILE STOPPED AT A RED TRAFFIC LIGHT. I HAD JUST COME TO A COMPLETE STOP AT A RED LIGHT WHEN THE ENGINE SUDDENLY BEGAN TO ROAR. WHEN THIS HAPPENED, I WAS NOT ABLE TO KEEP THE TRUCK FROM MOVING FORWARD BY APPLYING ADDITIONAL BRAKING PRESSURE. A MAN WHO WAS ABOUT TO CROSS THE STREET IN FRONT OF THE TRUCK HEARD THE NOISE AND JUMPED BACK ONTO THE CURB TO AVOID BEING HIT. THE TRUCK PROCEEDED THROUGH THE INTERSECTION AND APPROX. ANOTHER 100 FEET BEFORE THE RPMS RETURNED TO NORMAL AND THE VEHICLE CAME TO A STOP. I WAS VERY FORTUNATE THERE WAS NO CROSS TRAFFIC AT THE TIME THIS PROBLEM OCCURRED. APPROX MILEAGE IS 10K. PLEASE NOTE THE FOLLOWING: 1 - MY FOOT WAS ON THE BRAKE, NOT THE GAS PEDAL, AND I DO NOT DRIVE USING BOTH FEET, AND MY SHOE SIZE IS 8. 2 - THE FLOOR MAT WAS LYING FLAT ON THE FLOOR WHEN THIS WAS HAPPENED. 3 - I AM VERY FAMILIAR WITH THE SLIGHT INCREASE IN RPMS THAT HAPPENS WHEN THE AIR CONDITIONING CYCLES, AND THIS WAS SEVERAL ORDERS OF MAGNITUDE BEYOND THAT. THIS IS THE 5TH TOYOTA PICKUP I HAVE OWNED IN THE PAST 12 YEARS, AND THE ONLY ONE TO HAVE THIS KIND OF THIS ISSUE. THERE IS SOMETHING WRONG WITH THE DESIGN OF THESES TRUCKS AND IT CAUSES AN EXTREMELY DANGEROUS SITUATION WHEN IT OCCURS. I WAS WELL AWARE OF THE COMPLAINTS YOU HAVE RECEIVED FROM OTHERS FOR THIS VERY SAME PROBLEM, LONG BEFORE EXPERIENCING IT MYSELF. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292656
Date of Incident: 20090903
Vehicle: 2007 TOYOTA PRIUS
Location of Incident: LONG BEACH, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2007 TOYOTA PRIUS. HE STATED THAT WHEN HE APPROACHED A STOP LIGHT AND ENGAGED THE BRAKE PEDAL, THE VEHICLE ACCELERATED WITHOUT WARNING. THE CONTACT LOST CONTROL OF THE VEHICLE AND CRASHED INTO A TREE. THE AIR BAGS DEPLOYED, HOWEVER, THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER TO BE REPAIRED. THE DEALER CONFIRMED THAT THE FAILURE COULD HAVE BEEN DUE TO THE FLOOR MATS. THE VEHICLE IS BEING REPAIRED AND THE INSURANCE COMPANY WILL BE RESPONSIBLE FOR THE REPAIR COST. THE CONTACT IS VERY CONCERNED OF THE SAFETY RISK AND THE POSSIBILITY THAT THE FAILURE COULD REOCCUR. THERE WERE NO INJURIES. THE FAILURE AND CURRENT MILEAGES WERE 15000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293776
Date of Incident: 20090915
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: SAN JOSE, CA
NHTSA Summary:
THE CAR ACCELERATED SUDDENLY WHILE MY DAUGHTER WAS PARKING IT. IT JUMPED TWO CURBS AND SIDESWIPED A TREE BEFORE SHE WAS ABLE TO STOP IT. THE DEALER


TOLD US SHE MUST HAVE STEPPED ON THE ACCELERATOR INSTEAD OF THE BRAKE BUT SHE INSISTS THAT SHE DIDN'T. *TR

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10286101
Date of Incident: 20090919
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: PALM HABOR, FL
NHTSA Summary:
TL*THE CONTACT OWNS A 2009 TOYOTA CAMRY. WHILE PARKING THE VEHICLE AND SHIFTING THE GEAR IN PARK, THE VEHICLE ACCELERATED AND CRASHED INTO A WALL. THE AIR BAGS DID NOT DEPLOY. THERE WERE NO INJURIES. THE MANUFACTURER HAS NOT OFFERED ANY ASSISTANCE. THE CONTACT STATED THAT THE CARPET IN THE VEHICLE WAS NOT RELATED TO THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 4,400.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292577
Date of Incident: 20090922
Vehicle: 2006 LEXUS IS250
Location of Incident: NEWBURY PARK, CA
NHTSA Summary:
TL*THE CONTACT OWNS A 2006 LEXUS IS250. WHILE THE CONTACT WAS APPROACHING A STOP SIGN WITH HIS FOOT ON THE BRAKE PEDAL, THE VEHICLE SUDDENLY ACCELERATED FORWARD WHICH CAUSED THE CONTACT TO REAR ENDED THE VEHICLE IN FRONT OF HIM. THE VEHICLE WAS TAKEN TO THE DEALER WHO INFORMED HIM TO REMOVE THE MATS FROM THE VEHICLE. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 70000.

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10285976
Date of Incident: 20090928
Vehicle: 2010 TOYOTA TUNDRA
Location of Incident: TEXAS CITY, TX
NHTSA Summary:
THE CONTACT OWNS A 2010 TOYOTA TACOMA. THE CONTACT STATED AS HE WAS DRIVING AND COMING TO A STOP AT THE STOP SIGN HIS VEHICLE ENGINE STARTED TO RACE AS IF IT WAS GETTING READY TO ACCELERATE. CONTACT DEPRESS THE BRAKES BEFORE IT ACCELERATE. HE HAS NOT TAKEN HIS VEHICLE TO THE DEALER AS YET OR THE CALL THE MANUFACTURE TO INFORM THEM OF THIS ISSUE. THE FAILURE MILEAGE WAS 600....MW

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10289153
Date of Incident: 20091005
Vehicle: 2007 LEXUS ES350
Location of Incident: HILLSBORO BEACH, FL

NHTSA Summary:
TL*THE CONTACT OWNS A 2007 ES350 LEXUS. WHILE DRIVING 60 MPH ALL OF A SUDDEN THE VEHICLE ACCELERATED WITHOUT TOUCHING THE ACCELERATOR PEDAL. HE APPLIED THE BRAKES; HOWEVER, THE VEHICLE WOULD NOT STOP. HE WAS FORCED TO SHIFT GEARS INTO NEUTRAL TO STOP THE VEHICLE; ALTHOUGH, THE VEHICLE STOPPED THE ENGINE WAS STILL REVVING. THE CONTACT HAD TO ENGAGE THE ACCELERATOR PEDAL A COUPLE OF TIMES SINCE IT WAS STUCK IN PLACE. THE DEALER COULD NOT DUPLICATE THE FAILURE. WITHIN THE LAST THREE TO FOUR WEEKS THE FAILURE HAS HAPPENS 3 TO 4 TIMES AND HAS BECOME PROGRESSIVELY WORSE. THE DEALER WILL MAKE ANOTHER ATTEMPT TO DIAGNOSE THE FAILURE AND THE MANUFACTURER WAS NOTIFIED OF THE ACCELERATION PROBLEM. THE FAILURE AND CURRENT MILEAGE WAS 6000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10288703
Date of Incident: 20091016
Vehicle: 2009 TOYOTA TACOMA
Location of Incident: HUNTINGDON VALLEY, PA
NHTSA Summary:
I WAS ON MY WAY TO WORK IN MY NEW (3 MONTHS OLD) 2009 TOYOTA TACOMA. I WAS ABOUT ONE BLOCK FROM HOME WHEN I WAS APPROACHING A RED LIGHT. AS I WAS BRAKING FOR THE RED LIGHT AND THE ENGINE SUDDENLY SPED UP ON IT'S OWN. I HAD TO PRESS DOWN VERY HARD ON THE BRAKES TO STOP THE CAR, BUT WHEELS WERE STILL SPINNING CAUSE THE BRAKES TO SMOKE. (I COULD SEE THE SMOKE IN MY REAR VIEW MIRROR. I HAD TO PUT THE CAR IN PARK TO COMPLETELY STOP THE FORWARD MOVEMENT OF THE CAR. THE ENGINE CONTINUED TO RUN AT VERY HIGH RPM. I THEN SHUT THE VEHICLE OFF. I STARTED THE CAR AGAIN IN PARK, THE ENGINE AGAIN RACED UP MUCH HIGHER THAN NORMAL. I SHUT THE CAR OFF AGAIN AND RESTARTED AND EVERY THING WAS NORMAL. I HAD THE CAR TOWED TO THE TOYOTA DEALER AS I FELT IT WAS UNSAFE TO DRIVE. PRIOR IT BEING TOWED I CHECKED THE GAS PEDAL AND THEIR WERE NO OBSTRUCTIONS AROUND IT. THE DEALER COULD NOT FIND ANY FAULT CODES OR STICKING LINKAGE ETC. THEY ALSO TOOK IT FOR A TEST DRIVE. THE SERVICE MANAGER SUGGESTED I ACCIDENTALLY PUT MY FOOT ON THE GAS INSTEAD OF THE BRAKE, WHICH I TRULY BELIEVE IS NOT THE CASE HERE. I SAW OTHER REPORTS ON THE INTERNET SIMILAR TO THIS FOR THE TACOMA SO I FELT COMPELLED TO NOTIFY YOU. KINDLY REQUEST THAT YOU LOOK INTO THIS MATTER AS SOMEONE COULD EVENTUALLY GET SERIOUSLY HURT OR KILLED. NOTE: I WAS NOT USING CRUISE CONTROL AT THE TIME OF THE INCIDENT. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No:
Date of Incident: 20091019
Vehicle: 2006 TOYOTA AVALON
Location of Incident: PHILADELPHIA, PA
NHTSA Summary:
On October 19, 2009, Eva Gomez was parking in her designated parking spot at her condominium located at 136 Benjamin Court, Philadelphia, PA 19114, at approximately 3:00 pm. While her foot was still on the brake, the car unintentionally accelerated, hitting a gas pipe in the condominium and setting fire to the building as well as her car.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291932
Date of Incident: 20091022
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: RICHBORO, PA
NHTSA Summary:
OUR 2009 TOYOTA CAMRY HYBRID HAS EXPERIENCED THREE SEPARATE INCIDENCES OF SUDDEN UNINTENDED ACCELERATION DURING THE PAST NINE MONTHS. THE CAR WAS PURCHASED IN APRIL OF 2008. THE FIRST EVENT OCCURRED IN FEBRUARY 2009. THE SECOND AND THIRD EVENTS OCCURRED IN JULY 2009 AND OCTOBER 2009, RESPECTIVELY. IN ALL THREE EVENTS THE ACCELERATOR ¬GRABBED¬ AND BEGAN TO SPEED UNCONTROLLABLY. DURING THE FIRST EVENT, THE CAR CONTINUED TO ACCELERATE EVEN AFTER I REMOVED MY FOOT FROM THE ACCELERATOR. DURING THE SUBSEQUENT TWO EVENTS, THE CAR ACCELERATED WITHOUT MY FOOT EVEN BEING ON THE GAS PEDAL. IN ALL INSTANCES, IT FELT AS IF THE RESUME BUTTON OF THE CRUISE CONTROL (WHICH WAS OFF AT ALL TIMES) WAS DEPRESSED. SPEEDS REACHED IN EXCESS OF 60MPH IN EACH EVENT. DURING THE FIRST TWO EVENTS, A COMBINATION OF EXTREME-PRESSURE BRAKING AND SHIFTING THE CAR INTO NEUTRAL WORKED TO STOP THE CAR, THANKFULLY, WITHOUT INCIDENT. DURING THE THIRD EVENT, AFTER ROUGHLY FIVE TO TEN SECONDS OF ACCELERATION, A "POP" WAS HEARD AT WHICH TIME THE CAR'S ACCELERATION CEASED AND RETURNED TO NORMAL. THE CAR WAS TAKEN TO THE DEALER AFTER EACH INCIDENT. ALL THREE TIMES DIAGNOSTICS WERE PERFORMED AND ALL THREE TIMES THE SAME ANSWER....."FOUND NO CURRENT OR PENDING FAULT CODES.¬ THE FIRST TIME IT WAS BLAMED ON AN AFTER-MARKET FLOOR MAT. WHILE ONE WAS INSTALLED, IT WAS THE TYPE WITH "GRABBER" SPIKES ON THE UNDERSIDE TO PREVENT MOVEMENT, SIMILAR TO A CHAIR MAT. I KNEW THAT THIS WAS NOT THE CAUSE BUT, AS A PRECAUTION, I REMOVED THE AFTER-MARKET FLOOR MAT. FOR THE SECOND EVENT, AGAIN, THE DEALER FOUND NO FAULTS AND, AGAIN, SUGGESTED FLOOR MATS. THE ONLY FLOOR MAT IN THE VEHICLE WAS THE FACTORY-INSTALLED CARPETED FLOOR MAT WHICH WAS SECURED BY THE FACTORY-INSTALLED RETAINING HOOKS. FLOOR MATS WERE NOT THE ISSUE. AS AN EXTRA PRECAUTION, HOWEVER, I REMOVED THE CARPETED MAT. THE THIRD EVENT OCCURRED ON OCTOBER 22, 2009 CAR WAS TAKEN TO DEALER. FACTORY TECHNICIAN WAS BROUGHT IN. NO PROBLEM FOUND. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10289797
Date of Incident: 20091024
Vehicle: 2008 TOYOTA AVALON
Location of Incident: JACKSON, NJ
NHTSA Summary:
WHILE PULLING INTO A MARKED PARKING SPACE VEHICLE SUDDENLY ACCELERATED. IT JUMPED TWO WHEEL STOPPERS, WENT UP A SMALL HILL AND WITHIN A COUPLE OF FEET OF RUNNING INTO A CEMENT BUILDING BEFORE I COULD STOP IT. VERY VERY SCARY SITUATION. I CALLED GERMAIN TOYOTA IN NAPLES, FLORIDA AND HAD THE VEHICLE TAKEN THERE. AT THIS POINT IN TIME, I DON'T KNOW HOW THEY ARE GOING TO CORRECT THE PROBLEM. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292366

Date of Incident: 20091026
Vehicle: 2007 TOYOTA CAMRY
Location of Incident: PHENIX CITY, AL
NHTSA Summary:
CAR ACCELERATOR TOOK OFF WHILE PARKED AT DRIVE IN BANK. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293690
Date of Incident: 20091028
Vehicle: 2007 TOYOTA CAMRY
Location of Incident: BEACHWOOD, OH
NHTSA Summary:
TL* THE CONTACT OWNS A 2007 TOYOTA CAMRY. WHILE SHIFTING THE VEHICLE INTO REVERSE, THE VEHICLE SUDDENLY ACCELERATED BACKWARDS. HE ATTEMPTED TO SHIFT THE VEHICLE INTO NEUTRAL, BUT THE ENGINE CONTINUED TO REEVE. EVENTUALLY HE TURNED THE ENGINE OFF AND THE VEHICLE STOPPED. ALSO WHILE AT A STOP LIGHT THE VEHICLE ACCELERATED WITHOUT INTENTION. HE CONTACTED THE MANUFACTURER AND WAS NOT PROVIDED WITH ANY ASSISTANCE. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES. THE FIRST TECHNICIAN COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. AT THE SECOND INSPECTION THE TECHNICIAN STATED THE FLOOR-MATS DID NOT CAUSE THE FAILURE. HOWEVER HE CONCLUDED THAT THE COMPUTER NEEDED TO BE REPROGRAMMED. NO REPAIRS WERE MADE. THE FAILURE AND CURRENT MILEAGES WERE 10,000
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290983
Date of Incident: 20091028
Vehicle: 2007 LEXUS ES350
Location of Incident: WESTLAKE VILLAGE, CA
NHTSA Summary:
FAULTY ACCELERATOR ON 2007 ES 350. VEHICLE SPED UP WITH FOOT OFF THE ACCELERATOR. ONLY ONE OCCURRENCE. WAS ABLE TO USE BREAK TO SLOW DOWN VEHICLE. ACCELERATOR FINALLY STOPPED. IMMEDIATELY CHECKED FLOOR MATS WHICH WERE SECURED AND HOOKED. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291091
Date of Incident: 20091031
Vehicle: 2008 LEXUS IS250
Location of Incident: FREEHOLD, NJ
NHTSA Summary:
I WAS DRIVING MY WIFE'S LEXUS 2008 IS 250 OUT OF A PARKING LOT WHEN APPLYING MY FOOT ON THE BRAKE THE CAR ACCELERATED. I NOW SLAMMED MY FOOT ON THE BRAKES AND THE CAR CONTINUED TO ACCELERATE. THE ONLY THING THAT STOPPED MY CAR WAS THE CAR IN FRONT OF IT WITH VERY LITTLE DAMAGE. IF THE CAR WAS NOT IN FRONT OF ME I WAS ACCELERATING FASTER INTO ON COMING TRAFFIC. MY FLOOR MAT IS NOT ON THE FLOOR AS AFTER THE SAN DIEGO INCIDENT THAT WAS TOYOTA'S REASONING. WE WERE TOLD ROUGHLY A MONTH AND HALF AGO TO TAKE THE MAT OUT, WHICH I DID RIGHT AWAY. THEY CAN DENY IT ALL THEY WANT THIS CAR

WAS ACCELERATING AND GETTING FASTER WHEN APPLYING THE BRAKE. THE POLICEMAN AT THE SCENE INSTRUCTED US TO NOT DRIVE THIS VEHICLE AND TO GET A LOANER WHICH WE DID. THE CAR WAS PICKED UP AND SENT TO LEXUS IN FREEHOLD. FIRST WE WERE TOLD NOTHING IS WRONG AND THEY TEST DROVE IT AND SUCH. THEY WERE KEEPING IT FOR 3 DAYS NOW THEY ARE TELLING US THEY ARE KEEPING IT FOR 3 WEEKS. THERE ARE REPORTS ALL OVER THE WEB ON THIS WITH OVER 2000 COMPLAINTS. IT IS OBVIOUS THERE IS A MAJOR DEFECT IN THEIR COMPUTER SYSTEM. THEY REALLY NEED TO STOP COVERING THIS UP AS 16 PEOPLE HAVE DIED. FYI, THIS HAS HAPPENED TO PEOPLE IN LEXUS LOANERS AND LOANERS DO NOT HAVE FLOOR MATS. AGAIN, LUCKILY THE CAR WAS ONLY 15 FEET IN FRONT OF ME WHAT IF IT WAS 100 FT! *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10290815
Date of Incident: 20091101
Vehicle: 2008 TOYOTA SEQUOIA
Location of Incident: WESTFORD, MA
NHTSA Summary:
MY 2008 TOYOTA SEQUOIA STARTED TO ACCELERATE FROM A STOP(WITH MY FOOT STILL ON THE BRAKE) WITHOUT PRESSING ON THE GAS. IT TOOK BOTH FEET STANDING ON THE BRAKE TO TRY AND STOP MY VEHICLE. IT PUSHED MY VEHICLE INTO THE CAR IN FRONT OF ME. MY TIRES WITH SCREECHING AND MY VEHICLE WAS PUSHING THE CAR IN FRONT OF ME. IT FINALLY STOPPED AFTER A FEW SECONDS AS I WAS GOING TO TRY AND PUT THE CAR IN PARK OR NEUTRAL. MY FLOOR MAT WAS IN CORRECT POSITION- NOT JAMMED AND MY FOOT WAS NOT ON THE ACCELERATOR. I WAS HAPPY TO HAVE WITNESS WITH ME AS NO ONE WOULD HAVE BELIEVED ME. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291518
Date of Incident: 20091101
Vehicle: 2005 TOYOTA TACOMA
Location of Incident: LENEXA, KS
NHTSA Summary:
MY 2005 TOYOTA TACOMA ACCELERATOR WENT FULL OPEN THROTTLE AND THE TRUCK RAN AWAY FULL OPEN THROTTLE WITH OUT ME PRESSING ON THE GAS PEDAL. I COULD NOT STOP THIS WITH CONDITION WITH THE BRAKE PEDAL BURNING MY BRAKES TO A SMELL OF BURNT BRAKE PAD. THIS HAPPEN IN THE DAY TIME AND THE FLOOR MAT WAS NO WHERE CLOSE OR NEAR THE ACCELERATOR PEDAL, I LOOKED DOWN TO CHECK THE FLOOR MAT POSITION. TO STOP THE RUN AWAY VEH AND OVER REVVING ENGINE CONDITION I HAD TO TURN THE IGN KEY TO THE OFF POSITION, AND I PUT THE TRANS IN NEUTRAL AND COASTED TO A STOP TO VOID ENGINE DAMAGE AND CRASHING. THIS CONDITION HAPPENED WHILE ACCELERATING ONTO A HWY WHERE THE POSTED SPEED LIMIT IS 65MPH. AFTER RESTARTING THE ENGINE IN WAS BACK TO NORMAL AND THIS CONDITION HAS NOT HAPPENED AGAIN IN THE LAST 150 MILES THAT I HAVE DRIVEN THE TRUCK. THE TOYOTA DEALERSHIP SAID THEY DON'T HAVE A REPAIR AND DON'T NO WANT CAUSED MY TRUCK TO GO WIDE OPEN THROTTLE BY ITSELF. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10291337
Date of Incident: 20091103

Vehicle: 2009 TOYOTA TACOMA
Location of Incident: SUDBURY, MA
NHTSA Summary:
ON TUESDAY, NOVEMBER 3, 2009, I WAS COMING OUT OF A STOP LIGHT AND THE THROTTLE WENT TO FULL OPEN AND STUCK (2009 TACOMA - JUST A YEAR OLD). I AM A CONSERVATIVE DRIVER AND DO NOT GUN THE ENGINE. I WAS PULLING INTO THE INTERSECTION GRADUALLY AND HADNT EVEN LET THE CLUTCH OUT ALL THE WAY YET TO SHIFT OUT OF FIRST WHEN THE THROTTLE WHEN TO FULL. (THANK GOODNESS I HAVE A STANDARD!) I BABIED THE CLUTCH TO GIVE ME JUST ENOUGH GAS TO MOVE THROUGH THE INTERSECTION AND STOP ON THE OTHER SIDE. I TURNED OFF THE TRUCK AND WHEN I TURNED IT BACK ON, IT WAS FINE. THE ENGINE SMELLED AWFUL! I CHECKED THE FLOOR MAT WHEN I STOPPED BECAUSE I KNOW IT CAN CAUSE PROBLEMS AND I HAD A NON-CONFORMING MAT, SO I KEEP AN EYE ON IT, BUT THE MAT WASN'T THE PROBLEM. ALSO, I NEVER HAD THE ACCELERATOR DOWN VERY FAR AT ALL WHEN THE THROTTLE OPENED UP, SO I DON'T SEE HOW THE MAT COULD CAUSE THE THROTTLE TO OPEN FULL.. STICK YES, BUT OPEN FULL BY ITSELF? I DROVE IT THE REST OF THE WAY TO WORK (LESS THAN 2 MILES) AND THE SMELL BLEW AWAY AND ALL SEEMED OK. I HAD IT IN THE SHOP TODAY AND THEY COULD FIND NOTHING WRONG AND TOLD ME TO REMOVE THE MATS. FINE, I CAN DO THAT, BUT MEANWHILE IT MAKES ME NERVOUS THAT IT COULD HAPPEN AGAIN. THE SERVICE DEPARTMENT REPRESENTATIVE AGREED WITH ME THAT HE DIDN'T SEE HOW THE MATS COULD HAVE CAUSED THE PROBLEM. I DID NOT KNOW ABOUT THIS BEING A GENERAL PROBLEM AND IN THE NEWS RIGHT NOW (I DON'T WATCH TV AND IF I MISS THE NPR STORY OR IT ISN'T FRONT PAGE, I MAY NOT HEAR THINGS). WHEN I FOUND OUT OTHERS WERE HAVING THE PROBLEM, I THOUGHT I SHOULD WRITE ABOUT MINE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292727
Date of Incident: 20091103
Vehicle: 2009 TOYOTA VENZA
Location of Incident: GLENDALE, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2009 TOYOTA VENZA. HE STATED THAT WHILE HE WAS DRIVING IN REVERSE WITH HIS FOOT ON THE BRAKE PEDAL, THE VEHICLE UNEXPECTEDLY ACCELERATED AND HIT A TREE. THE ENGINE WAS STILL ON, HOWEVER, HE TURNED THE VEHICLE OFF AND PUSHED IT INTO THE GARAGE FOR FEAR THAT THE FAILURE WOULD REOCCUR. THE CONTACT SUSTAINED A LARGE LACERATION TO HIS HEAD. HE WAS REQUIRED TO GET STAPLES FOR HIS HEAD INJURY. THE AIRBAGS DID NOT DEPLOY. THE DEALER DID NOT OFFER ANY ASSISTANCE, YET, THEY ADVISED THE CONTACT TO NOTIFY THE MANUFACTURER. THE MANUFACTURER STATED THAT THEY WOULD ADVISE HIM OF THE DIAGNOSIS AFTER THEY RETRIEVE THE VEHICLE AND INSPECT IT. THE FAILURE AND CURRENT MILEAGES WERE 230.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293042
Date of Incident: 20091104
Vehicle: 2006 TOYOTA AVALON
Location of Incident: ITASCA, IL
NHTSA Summary:
I CONCUR WITH THE TOYOTA OWNERS WHO ARE SAYING THAT THE PROBLEM IS SOME ELECTRONIC GLITCH. I HAVE ALSO EXPERIENCED THIS. I ONLY HAVE THE CARPET MATS,

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NOT THE ALL WEATHER ONES, AND JUST HAD THEM CHECKED AT THE DEALER AND THEY ARE PROPERLY FASTENED. MY CAR MOST OFTEN EXPERIENCES A PROBLEM (ON OCCASION) WHEN YOU "YIELD" AT AN INTERSECTION AND DON'T STOP--THE CAR BUCKS OR THEN BOLTS. IT NEEDS MORE LOOKING INTO. THESE HIGH SPEED ACCELERATIONS BEING REPORTED ARE SCARY! *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294507
Date of Incident: 20091112
Vehicle: 2005 TOYOTA AVALON
Location of Incident: SPRING, TX
NHTSA Summary:
TL*THE CONTACT OWNS A 2005 TOYOTA AVALON. CONTACT STATED WHILE PARKING THE VEHICLE GOING UP A RAMP THE VEHICLE ACCELERATED AND CRASHED INTO WALL. THE CONTACT THOUGHT AT THE TIME HER FOOT SLIPPED ON THE BRAKE PEDAL. THE CONTACT WAS NOT HURT AND THE VEHICLE WAS REPAIRED. ONE YEAR AFTER THE FIRST INCIDENT, WHILE PULLING INTO THE DRIVEWAY THE VEHICLE SURGED AGAIN. THIS TIME THE CONTACT WAS ABLE TO BREAK AND STOP THE VEHICLE FROM ALWAYS CRASHING INTO THE GARAGE. CONTACT FEELS THIS VEHICLE IS UNSAFE AND REFUSES TO DRIVE THE VEHICLE. CURRENT MILEAGE WAS 47,000 AND FAILURE MILEAGE WAS 27,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10292198
Date of Incident: 20091115
Vehicle: 2006 TOYOTA AVALON
Location of Incident: CHATSWORTH, CA
NHTSA Summary:
WHILE TOYOTA HAS ISSUED A LETTER REGARDING NHTSA CAMPAIGN #09V388000, I BELIEVE THAT THE PROBLEM WITH CONTINUOUS ACCELERATION IS CAUSED NOT BY THE CARPET (WHICH IS A LUDICROUS STORY) BUT BY THE FAULTY CONTROL MECHANISM (PERHAPS, COMPUTER CHIPS) USED IN THE CRUISE CONTROL. MY 2006 AVALON HAS A LASER-GUIDED CRUISE CONTROL WHICH AUTOMATICALLY SLOWS DOWN MY VEHICLE WHEN IT APPROACHES TOO CLOSE TO THE VEHICLE AHEAD OF IT. AFTER A SAFE DISTANCE IS ATTAINED, IT THEN ACCELERATES TO KEEP UP WITH THE VEHICLE AHEAD. I HAVE NOTICED THAT SOMETIMES IN SO DOING, THE VEHICLE SURGES AS IF I WERE FLOORING THE GAS PEDAL. IT IS SCARY WHEN IT LUNGES FORWARD WITH SUCH A FORCE. I AM NO LONGER USING THE CRUISE CONTROL FOR THIS REASON. I BELIEVE THAT THE PROBLEM IS IN CERTAIN CRUISE CONTROL DEFECT. CARPET HAS NOTHING TO DO WITH IT. THAT SOUNDS LIKE A SMOKE SCREEN. PLEASE INVESTIGATE VIGOROUSLY. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10295530
Date of Incident: 20091116
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: NORTH KINGSTOWN, RI
NHTSA Summary:

ENTERING MY DRIVEWAY AT SLOW SPEED - APPROXIMATELY 5MPH TO DRIVE UP A SMALL INCLINE. ENGINE BEGAN TO RACE AND VEHICLE ACCELERATED AND CRASHED INTO GARAGE. GARAGE DOOR DESTROYED AND CONTENTS OF GARAGE DESTROYED. CONTENTS OF GARAGE ACTUALLY STOPPED THE VEHICLE WHICH IS A 2009 CAMRY. VEHICLE MAT HAD BEEN REMOVED DUE TO TOYOTA'S RECENT LETTER OF RECALL, THEREFORE THAT WAS NOT THE CAUSE OF EXTREMELY RAPID ACCELERATION. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10294121
Date of Incident: 20091116
Vehicle: 2009 TOYOTA MATRIX
Location of Incident: BOCA RATON, FL
NHTSA Summary:
TOYOTA ACCIDENT I DRIVE A LEASED 2009 TOYOTA MATRIX AT 8 24 AM ON NOVEMBER 16, 2009 PULLING INTO A PARKING SPACE AT THE DOCTORS OFFICE BUILDING AT 1905 CLINT MOORE RD BOCA RATON. THE CAR WAS ALMOST STOPPED AND MY FOOT WAS ON THE BRAKE, WHEN THE CAR REVVED UP TO THE MAXIMUM, JUMPED THE CURB AND HIT A PALM TREE. I IMMEDIATELY SWITCHED OFF THE ENGINE. I WAS DAZED, AND AFTER A COUPLE OF MINUTES I GOT OUT THE CAR TO SEE THE DAMAGE. HAVING HEARD OF CAR MAT PROBLEMS, I INSPECTED THE MATS, BUT NOTHING WAS OUT OF PLACE.. AFTER A FEW MINUTES, I WENT TO MY DOCTORS APPOINTMENT , BUT HAD TO LEAVE BEFORE I SAW THE DOCTOR, AS I DIDN " T FEEL WELL. DESPITE A LOT OF FRONT END DAMAGE, THE CAR WAS DRIVABLE, SO I DECIDED TO DRIVE THE CAR TO MY HOME , BUT I WAS FRIGHTENED ALL THE WAY AS I THOUGHT THE CAR MIGHT DO THE SAME THING AGAIN IN TRAFFIC. WHEN I GOT HOME I CALLED ALLSTATE AND REPORTED THE ACCIDENT. I TOLD THEM THERE IS A PROBLEM WITH THE CAR, AS IT ACCELERATED BY ITSELF, AND THE DRIVER SIDE AIRBAG DID NOT INFLATE . PER INSTRUCTIONS FROM ALLSTATE, THE CAR HAS BEEN TOWED TO ED MORSE CADILLAC FOR REPAIR OF THE DAMAGE INCURRED. MY QUESTION IS, CAN I LEGALLY BREAK MY LEASE AND RETURN THE CAR TO TOYOTA, AS IT IS UNSAFE
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293406
Date of Incident: 20091119
Vehicle: 2009 TOYOTA CAMRY
Location of Incident: DADE CITY, FL
NHTSA Summary:
TL* THE CONTACT OWNS A 2009 TOYOTA CAMRY. DURING BRAKE APPLICATION AT 30 MPH, THE VEHICLE ACCELERATED WITHOUT INTENTION. CONSEQUENTLY SHE REAR-ENDED ANOTHER VEHICLE. THE DRIVER SUSTAINED MODERATE INJURIES. THE POLICE AND AMBULANCE WERE CALLED TO THE SCENE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR INSPECTION. THE CAUSE OF FAILURE HAS NOT BEEN DETERMINED AT THIS TIME. THE FAILURE AND CURRENT MILEAGE MILEAGES WERE 24,000.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293611
Date of Incident: 20091124
Vehicle: 2010 TOYOTA CAMRY

Location of Incident: SPRINGFIELD, PA
NHTSA Summary:
11/24/09 I WAS DRIVING MY 2010 CAMRY IN A PARKING LOT. MY CHILDREN WERE IN THE BACK SEAT. I WAS TRAVELING 10 MPH. MY RIGHT FOOT WAS NOT ON THE GAS, NOR THE BRAKE, THE TORQUE OF THE ENGINE WAS SUFFICIENT FOR MOVING US ALONG WHILE LOOKING FOR A PARKING SPACE. MY RIGHT FOOT WAS ABOVE THE BRAKE AS I WAS SLOWLY LOOKING FOR A PARKING SPOT. SUDDENLY, I HEARD A VERY LOUD VVRROOOMMMM AND THE CAR SPONTANEOUSLY ACCELERATED AND LUNGED FORWARD APPROXIMATELY 20 FEET. THANKFULLY, I WAS ABLE TO BRAKE QUICKLY AND STOPPED THE CAR. I THEN TOOK IT TO THE DEALERSHIP. CONICELLI RAN A DIAGNOSTIC ON MY CAR. LATER THAT DAY WHEN I PICKED UP THE CAR, THEY SAID THEY FOUND NOTHING. WHEN I ASKED THEM WHERE THE "SPONTANEOUS ACCELERATION" (A PROBLEM TOYOTA EARLIER IN THE DAY TOLD ME THEY WERE HAVING) WOULD HAVE APPEARED ON THE DIAGNOSTIC, THEY WERE AT A LOSS. LET ME BE VERY CLEAR THAT THERE WAS NOT A FLOOR MAT IN THE DRIVER'S SIDE. I DO NOT BELIEVE THE "SPONTANEOUS ACCELERATION" WAS CAUSED BY THE "MAT ISSUE." I KNOW MY EXPERIENCE WAS REAL AND NOT CAUSED BY DRIVER ERROR. I FEEL THE PROBLEM IS ELSEWHERE AND EXACERBATED FOR SOME DRIVERS BECAUSE THEY HAD THE FLOOR MATS IN PLACE. PLEASE PRESS TOYOTA TO GET TO THE BOTTOM OF THIS ISSUE. I NO LONGER FEEL SAFE IN MY 2010 TOYOTA CAMRY THAT I BOUGHT FOR SAFETY REASONS IN THE FIRST PLACE. *TR. THANK YOU.
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293893
Date of Incident: 20091125
Vehicle: 2008 TOYOTA TACOMA
Location of Incident: LOVELAND, CO
NHTSA Summary:
WHILE DRIVING N FROM DENVER ON I-25 ON 11-25-2009, SPEED LIMIT OF 75MPH, I HAD THE CRUISE CONTROL OPERATING SET AT A SPEED OF 75-77 MPH . THERE WAS NO FEET ON EITHER GAS OR BRAKE PEDAL. NOT UNTIL I FOUND THE TACOMA TRUCK CRUISING AT A SPEED ABOVE 90MPH DID I REALIZE SOMETHING WAS WRONG W/THE TRUCK. I USED THE BRAKE PEDAL AND DISENGAGED THE CRUISE CONTROL AND THE VEHICLE CAME UNDER MY CONTROL. AFTER RE-SETTING THE CRUISE CONTROL TO 75 +/- MPH, TO TEST THE ISSUE, IT OCCURRED AGAIN. I CHOSE TO COMPLETE THE TRIP W/O CRUISE CONTROL W/ DILIGENT OVERSITE. *TR
Additional Summary:

Toyota ID No:
NHTSA ODI No: 10293920
Date of Incident: 20091126
Vehicle: 2007 TOYOTA AVALON
Location of Incident: HAMBURG, NY
NHTSA Summary:
WE HAVE A TOYOTA AVALON 2007 & HAVE NOTICED THAT AFTER WE REENGAGE THE CRUISE CONTROL THERE IS A SUDDEN ACCELERATION UP TO THE PRESET SPEED, THERE HAS ALSO BEEN NUMEROUS INCIDENTS WHEN THE CAR ACCELERATES PAST THE PRESET SPEED & WE HAVE TO DISENGAGE THE CRUISE CONTROL & THEN RESET IT. *TR
Additional Summary:

Toyota ID No:

NHTSA ODI No: 10295231

Date of Incident: 20091127

Vehicle: 2007 TOYOTA TACOMA

Location of Incident: BASCOM, FL

NHTSA Summary:

ON NOVEMBER 27, 2009, MY BOYFRIEND AND I WERE DRIVING MY 2007 TOYOTA TACOMA HOME AFTER ATTENDING A FOOTBALL GAME AT AUBURN UNIVERSITY. MY BOYFRIEND WAS DRIVING AND AS HE WAS ACCELERATING TO PASS A SEMI, MY TACOMA¸S ACCELERATOR SUCKED TO THE FLOOR, PUSHING MY VEHICLE TO DANGEROUS SPEEDS NEARLY CAUSING US TO REAR-END THE VEHICLE IN FRONT OF US. HE WAS UNABLE TO GET THE VEHICLE TO STOP USING THE BRAKE AND WAS UNABLE TO PRY THE ACCELERATOR UP WITH THE TOE OF HIS SHOE. HE RESORTED TO PUTTING THE VEHICLE IN NEUTRAL AND TURNING IT OFF. WE WERE TERRIFIED, IN HEAVY TRAFFIC AND IN A VEHICLE WE NO LONGER FELT SAFE DRIVING. APPROXIMATELY AN HOUR AFTER THE FIRST INCIDENT, THE TRUCK SUDDENLY ACCELERATED AGAIN, AS WE WERE SPEEDING UP AFTER BEING STOPPED AT A RED LIGHT. THE VEHICLE SURGED PULLING THE ACCELERATOR AWAY FROM MY BOYFRIEND'S FOOT TO THE FLOOR. HE RESORTED, AGAIN, TO PUTTING THE VEHICLE IN NEUTRAL IN ORDER TO STOP IT. WE TOOK THE TACOMA TO TOYOTA OF DOTHAN THE NEXT MORNING TO DETERMINE WHAT THE PROBLEM WAS. THE DEALERSHIP KEPT THE VEHICLE NEARLY A WEEK TO DETERMINE THE PROBLEM. THEY REPORTED THAT THE FLOOR MAT MUST HAVE BEEN CAUGHT UNDER THE GAS PEDAL. I KNOW FOR A FACT THE MAT WAS NOT UNDER THE ACCELERATOR. I HAD READ REPORTS PRIOR TO THE INCIDENT WHERE MISPLACED FLOOR MATS WERE CAUSING THE ACCELERATOR TO HANG AND I HAD PULLED THE MAT IN MY VEHICLE BACK INTO A SECURE LOCATION. I TALKED TO MY BOYFRIEND; HE REPORTED THAT THE MAT WAS IN ITS PROPER PLACE WHEN THE INCIDENT OCCURRED *TR

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10298480

Date of Incident: 20091129

Vehicle: 2007 TOYOTA PRIUS

Location of Incident: LONG BEACH, CA

NHTSA Summary:

ON 11/29/09 IN THE AFTERNOON AS I WAS PULLING INTO A PARKING SLOT IN A TRADER JOE'S PARKING LOT, MY 2007 TOYOTA PRIUS SUDDENLY ACCELERATED FORWARD OVER A CURB, ACROSS A CROSSWALK AND CAME TO REST AGAINST A TREE. SPACE COVERED BY THE CAR FROM ACCELERATION TO THE TREE WAS ABOUT 20-25 FEET. WITNESSES ATTEST THAT I WAS USING MY BRAKE AS THEY SAW THE LIGHTS. I DID NOT HAVE TIME TO ATTEMPT TO SHIFT THE CAR TO "NEUTRAL." THE FLOORMATS WERE NOT INTERFERING WITH THE ACCELERATOR PEDAL (I HAVE PICTURES) AND THE FLOOR MATS WERE HOOKED DOWN. FORTUNATELY NO ONE WAS HURT INCLUDING ME. THERE WAS SLIGHT DAMAGE TO THE FRONT DRIVERS SIDE BUMPER OF AN EMPTY CAR PARKED FACING ME. THERE WAS SUBSTANTIAL DAMAGE TO THE FRONT OF MY PRIUS. AS I STATED, THERE WERE TWO WITNESSES WHO GAVE ME THEIR CONTACT INFORMATION AND SAID THEY WOULD BE WILLING TO TESTIFY FOR ME IF NECESSARY. THERE WAS A TRADER JOE WORKER WHO CALLED A TOW TRUCK. THE DRIVER OF THE OTHER VEHICLE WITH THE MINIMAL DAMAGE WAS QUITE UPSET AND CALLED THE POLICE WHO CAME AND WROTE A REPORT. MY CAR HAS NEVER SUDDENLY ACCELERATED BEFORE - THIS WAS THE FIRST TIME. THE CAR WAS TOWED TO HOOMAN TOYOTA IN LONG BEACH. IN RESPONSE TO MY COMPLAINTS TO TOYOTA, A REGIONAL TEAM WAS SENT TO EVALUATE THE ACCELERATOR MECHANISM. THE CAR IS CURRENTLY BEING REPAIRED HOWEVER TOYOTA HAS NOT BEEN IN TOUCH WITH ME TO TELL ME THEIR FINDINGS. TOYOTA'S BEHAVIOR TO MY COMPLAINTS OF SAFETY ISSUES HAS BEEN TO TELL ME THAT THE ONLY PROBLEM THEY HAVE IS FLOORMATS AND THAT MY PROBLEM HAS NEVER BEEN REPORTED BEFORE. THEIR IMPLICATION IS THAT I WAS AT ERROR. MY INSURANCE COMPANY STATE FARM INITIALLY HELD ME RESPONSIBLE FOR NOT CONTROLLING THE VEHICLE. WHEN I REFUSED THIS DECISION, SF DID MORE RESEARCH AND CHANGED THEIR RULING TO FIND FAULT WITH TOYOTA AND WILL TRY TO GET REIMBURSED FOR REPAIR COSTS AND MY DEDUCTIBLE. I EXPECT MY CAR TO BE READY NEXT WEEK AND AM DEEPLY CONCERNED THAT THE PROBLEM WILL NOT BE FIXED. *TR

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10294727

Date of Incident: 20091205

Vehicle: 2010 TOYOTA COROLLA

Location of Incident: ROMEOVILLE, IL

NHTSA Summary:

DRIVING A RENTAL 2010 COROLLA IN TUCSON. AS I WAS BRAKING TO A STOP AT AT TRAFFIC LIGHT, THE CAR SUDDENLY SURGED AHEAD. FORTUNATELY I WAS FAR ENOUGH FROM THE VEHICLE STOPPED IN FRONT OF ME TO STAND HARD ON THE BRAKE AND BRING THE CAR TO A STOP. SCARY!!. FLOOR MATS WERE PROPERLY SECURED AND NO WHERE NEAR THE PEDAL AREA. NEVER EXPERIENCED ANYTHING LIKE THIS BEFORE. TOYOTA HAS A PROBLEM WAY BEYOND FLOOR MATS.

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10295518

Date of Incident: 20091209

Vehicle: 2008 LEXUS ES350

Location of Incident: PITTSBURGH, PA

NHTSA Summary:

2008 LEXUS 350 UNEXPECTED ACCELERATION. MOVING SLOW IN PARKING LOT PULLING INTO PARKING SPACE. LIGHT PRESSURE ON BRAKE. ENGINE WENT TO HIGH RPM CAR ACCELERATED PUSHED HARD ON BRAKE, PUT IN NEUTRAL. ENGINE WENT BACK TO IDLE. MY BUMPER HIT UNOCCUPIED PARKED CAR IN FRONT OF ME. DEALER DENIES ANYTHING WRONG. *TR

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10296779

Date of Incident: 20091215

Vehicle: 2007 TOYOTA PRIUS

Location of Incident: MEREDITH, NH

NHTSA Summary:

OUR LEASED 2007TOYOTA PRIUS SOMETIMES "JUMPS" FORWARD UNEXPECTEDLY WHEN GOING OVER A STONE OR BUMP ON A DIRT ROAD OR OTHER STREET, BRIEFLY INCREASING ACCELERATION. THIS HAS HAPPENED WHEN TRAVELING A STRAIGHT ROAD AND ALSO WHEN TAKING A CORNER ONTO A DIRT ROAD. BRAKING DOESN'T SLOW DOWN THE ACCELERATION, INCREASING THE CHANCES OF A COLLISION WITH A VEHICLE OR OTHER OBSTRUCTION THAT MAY BE IN FRONT OF OUR CAR. *TR

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10296245

Date of Incident: 20091216

Vehicle: 2009 TOYOTA TACOMA

Location of Incident: SAN FRANCISCO, CA

NHTSA Summary:

FIVE MONTHS OLD 2009 TOYOTA TACOMA PRERUNNER, V6 5-SPEED AUTOMATIC TRANSMISSION. HAD MADE SHORT TRIP FROM HOME AND WAS RETURNING. PROCEEDING DOWN SLIGHT GRADE ABOUT THREE BLOCKS FROM HOME MANUALLY DOWNSHIFTED FROM DRIVE TO 4TH. SEEING RED SIGNAL SEVERAL BLOCKS AHEAD DOWNSHIFTED AGAIN TO 3RD, THEN 2ND, SLOWING ENOUGH SO AS TO HAVE GREEN LIGHT AT INTERSECTION. MADE BRAKING RIGHT TURN AT INTERSECTION, AWARE FROM EXPERIENCE THAT I WOULD NOW HAVE RED LIGHT AT NEXT INTERSECTION AND WOULD HAVE TO STOP. AGAIN SLIGHT DOWNGRADE AFTER MAKING TURN. TRUCK REQUIRED MORE THAN NORMAL BRAKING TO SLOW PROPERLY AFTER TURN. FINALLY USED BOTH FEET TO APPLY MAXIMUM BRAKE PRESSURE. TRUCK STOPPED, BUT AFTER STOPPING ENGINE SURGED REPEATEDLY, CAUSING REAR WHEELS TO INTERMITTENTLY SPIN UNCONTROLLABLY ON DAMP PAVEMENT. ONLY FRONT WHEEL BRAKES WERE HOLDING TRUCK FROM CRASHING INTO ANOTHER VEHICLE. MANAGED TO SHIFT INTO PARK AND SHUT OFF ENGINE. WHEN RESTARTED, OPERATION WAS NORMAL. FLOOR MATS NOT INVOLVED! ENGINE WAS REPEATEDLY SURGING AND RETURNING TO NORMAL RPM. BOTH FEET WERE ON BRAKE PEDAL AND NOT ON ACCELERATOR. ODOMETER: 3850. CONDITIONS: NIGHT, HEADLIGHTS ON, HEATER BLOWER ON, A/C OFF, RADIO OFF. DUE TO SHORTNESS OF TRIP ENGINE WAS MOST LIKELY NOT FULLY WARMED UP TO NORMAL OPERATING TEMPERATURE. AFTER ARRIVING HOME TOOK TRUCK OUT FOR ANOTHER SHORT TRIP OVER SAME ROUTE. UNABLE TO REPLICATE SITUATION. AS RETIRED ELECTRONICS TECHNICIAN UNDERSTAND HOW DIFFICULT THIS TYPE OF INTERMITTENT ISSUE IS FOR TOYOTA TO REPLICATE OR CONFIRM, BUT IT IS HAPPENING, AND IT IS A MAJOR SAFETY ISSUE, NHTSA AND IT IS A LOT MORE THAN "FLOOR MATS". FLOOR MATS MIGHT OCCASIONALLY CATCH AN ACCELERATOR PEDAL, BUT THEY DON'T MAKE AN ENGINE REPEATEDLY SURGE. BEEN DRIVING 50 YEARS.. KNOW IT WHEN I SEE IT. *TR

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10299750

Date of Incident: 20091221

Vehicle: 2009 TOYOTA CAMRY

Location of Incident: ELKRIDGE, MD

NHTSA Summary:

I WAS IN A PARKING LOT OF A SHOPPING COMPLEX AND I WAS TRYING TO LOOK FOR A PARKING SPOT. THERE WAS A PARKING SPOT BETWEEN 2 CARS ON THE RIGHT SIDE. I SLOWLY TURNED RIGHT INTO THE SPOT, THE CAR WAS IN THE SPOT AND THE CAR WAS STRAIGHT AND MY LEG WAS ON THE BRAKES. UNEXPECTEDLY THE CAR STARTED ACCECELERATING ON ITS OWN, THEN THE CAR WITH GREAT SPEED CLIMBED UP THE CURB AND HIT THE HAIR SALON SHOP. THE SHOP HAD 2-3 FEET HIGH BRICK WALL. AND MAIN DOOR AND OTHER THINGS ARE MADE WITH GLASS AND METAL FRAMES. THE CAR SMASHED THE WALL AND GLASS DOOR COMPLETELY AND LANDED INSIDE THE SHOP. I HAD TO PRESS THE BRAKES REALLY HARD AND FINALLY IT STOPPED THERE WAS A TIRE BURNING SMELL, I SAW THERE WAS BIG DRAG TIRE MARK ON THE SHOP FLOOR. THE AIR BAGS DID NOT OPEN. FORTUNATELY NOBODY WAS INJURED NOR THERE WAS ANY DAMAGES TO OTHER CARS IN THE PARKING LOT. I HAD RECEIVED A RECALL LETTER FROM TOYOTA 1-2 MONTHS BACK AND IT INDICATED THAT THE DRIVER SIDE FLOOR MAT CAN INTERFERE WITH THE GAS PEDAL AND IT HAD SUGGESTED TO REMOVE THE FLOOR MAT AND KEEP IT IN THE TRUNKS UNTIL FURTHER NOTICE. THEN I HAD REMOVED ALL THE FLOOR MATS AND WERE IN THE TRUNK AT THE TIME OF ACCIDENT. IT IS A 2009 TOYOTA CAMRY BOUGHT NEW AND DID REGULAR MAINTENANCE AT TOYOTA DEALERSHIP. THE CAR IS NOW IN 355 TOYOTA DEALERSHIP IN MARYLAND AND TOYOTA HAS OPENED A CASE AND ARE INVESTIGATING THE CASE ON 01/19/2010

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10300210

Date of Incident: 20091228

Vehicle: 2007 TOYOTA AVALON

Location of Incident: PITTSTOWN, NJ

NHTSA Summary:

NHTSA COMPLAINT

I OWN A 2007 AVALON. IN THE PAST 6 MONTHS I HAVE EXPERIENCED 3 EVENTS WHERE THE CAR ACCELERATED ON ITS OWN PRIOR TO THE FINAL EVENTS LEADING UP TO THIS REPORT. SEVERAL TIMES I EXPERIENCED THE CAR ACCELERATING WITHOUT MY FOOT ON THE GAS PEDAL AS I DROVE THROUGH TOWN.THE CAR WOULD GO BACK TO ITS CORRECT RPMS AFTER DRIVING A FEW MILES OR AFTER THE CAR WAS STOPPED AND PUT INTO PARK.AFTER EXPERIENCING THE SUDDEN ACCELERATION THE THIRD TIME I TOOK MY VEHICLE TO BE CHECKED AT MY LOCAL AUTO SHOP. THEY COULD NOT FIND ANYTHING WRONG WITH THE VEHICLE.. AFTER 2 MORE INCIDENTS I BROUGHT MY CAR TO A TOYOTA DEALERSHIP (11/11/09) TO BE CHECKED. AFTER KEEPING MY CAR FOR 2 DAYS THEY FOUND NO UNINTENDED ACCELERATION PROBLEMS AND CONFIRMED THAT THE FACTORY MATS ARE INSTALLED PROPERLY. THEN ON 12/28/09 I WAS DRIVING TO WORK ON A MAJOR HIGHWAY. THE CAR BEGAN TO ACCELERATE WITHOUT MY FOOT ON THE GAS PEDAL. AS I PUSHED ON THE BRAKE, THE CAR CONTINUED TO ACCELERATE. AT THAT TIME I WAS NOT ABLE TO STOP MY VEHICLE BY PRESSING HARD ON THE BRAKE. THE ONLY WAY I WAS ABLE TO SLOW THE CAR DOWN WAS TO PUT THE CAR INTO NEUTRAL. I TOOK THE NEXT EXIT WHICH WAS THE EXIT FOR THE TOYOTA DEALERSHIP. I CALLED THE DEALERSHIP AND TOLD THE SERVICE MANAGER TO MEET ME OUTSIDE BECAUSE I WAS EXPERIENCING ACCELERATION PROBLEMS. I DROVE APPROXIMATELY 5 MILES BY ALTERNATING FROM NEUTRAL TO DRIVE AND PRESSING VERY FIRMLY ON THE BRAKES. AS I PULLED INTO THE FRONT OF THE DEALERSHIP I PUT THE CAR INTO NEUTRAL AND EXITED THE CAR. WITH THE BRAKES SMOKING FROM THE EXCESSIVE BRAKING AND THE CAR'S RPM'S RACING THE MNGER ENTERED MY CAR. HE CONFIRMED THAT THE MATS WERE PROPERLY IN PLACE AND CONFIRMED THE RPM'S WERE VERY HIGH. THEY CONTACTED A TOYOTA TECH TO LOOK AT MY CAR. AFTER 1 1/2 WEEKS WITH MY CAR THEY WERE TOLD BY TOYOTA TO REPLACE THE THROTTLE BODY AND ACCELERATOR ASSEMBLY INCLUDING BOTH SENSORS. I NO LONGER FEEL SAFE DRIVING THIS CAR AND I AM NOT CONVINCED THAT TOYOTA HAS FOUND THE ROOT CAUSE OF THIS PROBLEM.

Additional Summary:

Toyota ID No:

NHTSA ODI No: 10298565

Date of Incident: 20100102

Vehicle: 2006 TOYOTA TACOMA

Location of Incident: WELCH, WV

NHTSA Summary:

TL*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING APPROXIMATELY 5 MPH IN HIS GARAGE, THE VEHICLE ACCELERATED AND CRASHED THE FRONT END OF THE VEHICLE INTO A WALL. THE CONTACT DOES NOT HAVE FLOOR MATS. THE INCIDENT

HAPPENED WHILE DRIVING INTO THE GARAGE AND ENGAGING THE BRAKES TO SLOW DOWN. THE CURRENT AND FAILURE MILEAGES WERE 41687

Additional Summary:

Toyota ID No:
NHTSA ODI No: 10298159
Date of Incident: 20100104
Vehicle: 2009 TOYOTA TACOMA
Location of Incident: AMES IA
NHTSA Summary:

PULLING INTO A PARKING SPACE AT HY-VEE GROCERY STORE IN MOUNT PLEASANT, IA AT A LOW RATE OF SPEED(<5MPH) MY 09 TOYOTA TACOMA ACCELERATED INTO A GROCERY CART STALL. I HAD APPLIED THE BRAKES WITH NO RESULTS AND AFTER A ONE SECOND LULL THE TRUCK ACCELERATED QUICKLY INTO THE MOVABLE OBSTRUCTION. I HAVE HAD PREVIOUS CONCERNS ABOUT THE RATE OF ACCELERATION BY THE AMOUNT OF PRESSURE APPLIED TO THE ACCELERATIOR. THERE HAVE BEEN TIMES WHERE LIGHT PRESSURE ACCELERATES THE CAR AT A FASTER RATE AND TIMES WHERE HEAVIER PRESSURE DOESN'T GET ENOUGH RESPONSE IN ACCELERATION FLOORMATS ARE SECURED DOWN AND NO ISSUES HAVE BEEN FOUND BY THE DEALERSHIP I HAD PURCHASED IT FROM. *TR

Additional Summary:

APPENDIX C:
Toyota Vehicles with ETCS-i

Year	*Make*	*Model*	*Engine*	*ETCS-i*
1998	Lexus	GS300	2JZ-GE	Yes
1998	Lexus	GS400	1UZ-FE	Yes
1998	Lexus	IS400	1UZ-FE	Yes
1998	Lexus	LX470	2UZ-FE	Yes
1998	Lexus	SC300	2JZ-GE	Yes
1998	Lexus	SC400	1UZ-FE	Yes
1998	Lexus	SC400	2JZ-GE	Yes
1998	Toyota	Land Cruiser	2UZ-FE	Yes
1998	Toyota	Sienna	1MZ-FE	No
1998	Toyota	Supra	2JZ-GE	Yes
1998	Toyota	Supra	2JZ-GTE	No
1999	Lexus	ES300	1MZ-FE	No
1999	Lexus	GS300	2JZ-GE	Yes
1999	Lexus	GS400	1UZ-FE	Yes
1999	Lexus	IS400	1UZ-FE	Yes
1999	Lexus	LX470	2UZ-FE	Yes
1999	Lexus	RX300	1MZ-FE	No
1999	Lexus	SC300	2JZ-GE	Yes
1999	Lexus	SC400	1UZ-FE	Yes
1999	Toyota	Camry	1MZ-FE	No
1999	Toyota	Camry	5S-FE	No
1999	Toyota	Land Cruiser	2UZ-FE	Yes
1999	Toyota	RAV4	3S-FE	No
1999	Toyota	Sienna	1MZ-FE	No
1999	Toyota	Tacoma	2RZ-FE	UNK
1999	Toyota	Tacoma	3RZ-FE	UNK
1999	Toyota	Tacoma	5VZ-FE	UNK
2000	Lexus	ES300	1MZ-FE	No
2000	Lexus	GS300	2JZ-GE	Yes
2000	Lexus	GS400	1UZ-FE	Yes
2000	Lexus	IS400	1UZ-FE	Yes
2000	Lexus	LX470	2UZ-FE	Yes
2000	Lexus	RX300	1MZ-FE	No
2000	Lexus	SC300	2JZ-GE	Yes
2000	Lexus	SC400	1UZ-FE	Yes
2000	Toyota	Avalon	1MZ-FE	No
2000	Toyota	Camry	1MZ-FE	No
2000	Toyota	Camry	5S-FE	No
2000	Toyota	Camry	5S-FNE	No
2000	Toyota	Celica	1ZZ-FE	No
2000	Toyota	Celica	2ZZ-GE	No
2000	Toyota	Corolla	1ZZ-FE	No
2000	Toyota	Echo	1NZ-FE	No
2000	Toyota	Land Cruiser	2UZ-FE	Yes
2000	Toyota	MR2 Spyder	1ZZ-FE	No
2000	Toyota	RAV4	3S-FE	UNK
2000	Toyota	Sienna	1MZ-FE	No
2000	Toyota	Tacoma	2RZ-FE	UNK
2000	Toyota	Tacoma	3RZ-FE	UNK
2000	Toyota	Tacoma	5VZ-FE	UNK

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2000	Toyota	Tundra	2UZ-FE	Yes
2000	Toyota	Tundra	5VZ-FE	No
2001	Lexus	ES300	1MZ-FE	No
2001	Lexus	GS300	2JZ-GE	Yes
2001	Lexus	GS430	3UZ-FE	Yes
2001	Lexus	IS300	2JZ-GE	Yes
2001	Lexus	LS430	3UZ-FE	Yes
2001	Lexus	LX470	2UZ-FE	Yes
2001	Lexus	LX470	2UZ-FE	Yes
2001	Lexus	RX300	1MZ-FE	No
2001	Toyota	4Runner	5VZ-FE	Yes
2001	Toyota	Avalon	1MZ-FE	No
2001	Toyota	Camry	1MZ-FE	No
2001	Toyota	Camry	5S-FE	No
2001	Toyota	Camry	5S-FNE	No
2001	Toyota	Celica	1ZZ-FE	No
2001	Toyota	Celica	2ZZ-GE	No
2001	Toyota	Corolla	1ZZ-FE	No
2001	Toyota	Echo	1NZ-FE	No
2001	Toyota	Highlander	1MZ-FE	No
2001	Toyota	Highlander	2AZ-FE	No
2001	Toyota	Land Cruiser	2UZ-FE	Yes
2001	Toyota	MR2 Spyder	1ZZ-FE	Yes
2001	Toyota	Prius	1NZ-FXE	Yes
2001	Toyota	RAV4	1AZ-FE	No
2001	Toyota	Sequoia	2UZ-FE	Yes
2001	Toyota	Sienna	1MZ-FE	No
2001	Toyota	Solara	5S-FE	UNK
2001	Toyota	Solara	1MZ-FE	UNK
2001	Toyota	Tacoma	2RZ-FE	UNK
2001	Toyota	Tacoma	3RZ-FE	UNK
2001	Toyota	Tacoma	5VZ-FE	UNK
2001	Toyota	Tundra	2UZ-FE	Yes
2001	Toyota	Tundra	5VZ-FE	No
2002	Lexus	ES300	1MZ-FE	Yes
2002	Lexus	GS300	2JZ-GE	Yes
2002	Lexus	GS430	3UZ-FE	Yes
2002	Lexus	IS300	2JZ-GE	Yes
2002	Lexus	LS430	3UZ-FE	Yes
2002	Lexus	LX470	2UZ-FE	Yes
2002	Lexus	RX300	1MZ-FE	No
2002	Lexus	SC430	3UZ-FE	Yes
2002	Toyota	4Runner	5VZ-FE	Yes
2002	Toyota	Avalon	1MZ-FE	No
2002	Toyota	Camry	1MZ-FE	Yes
2002	Toyota	Camry	2AZ-FE	Yes
2002	Toyota	Celica	1ZZ-FE	No
2002	Toyota	Celica	2ZZ-GE	No
2002	Toyota	Corolla	1ZZ-FE	No
2002	Toyota	Echo	1NZ-FE	No
2002	Toyota	Highlander	2AZ-FE	No
2002	Toyota	Land Cruiser	2UZ-FE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2002	Toyota	MR2 Spyder	1ZZ-FE	Yes
2002	Toyota	Prius	1NZ-FXE	Yes
2002	Toyota	RAV4	1AZ-FE	No
2002	Toyota	Sequoia	2UZ-FE	Yes
2002	Toyota	Sienna	1MZ-FE	No
2002	Toyota	Solara	2AZ-FE	Yes
2002	Toyota	Solara	1MZ-FE	No
2002	Toyota	Tacoma	2RZ-FE	No
2002	Toyota	Tacoma	3RZ-FE	No
2002	Toyota	Tacoma	5VZ-FE	No
2002	Toyota	Tundra	2UZ-FE	Yes
2002	Toyota	Tundra	5VZ-FE	No
2003	Lexus	ES300	1MZ-FE	Yes
2003	Lexus	GS300	2JZ-GE	Yes
2003	Lexus	GS430	3UZ-FE	Yes
2003	Lexus	GX470	2UZ-FE	Yes
2003	Lexus	IS300	2JZ-GE	Yes
2003	Lexus	LS430	3UZ-FE	Yes
2003	Lexus	LX470	2UZ-FE	Yes
2003	Lexus	RX300	1MZ-FE	No
2003	Lexus	SC430	3UZ-FE	Yes
2003	Toyota	4Runner	1GR-FE	Yes
2003	Toyota	4Runner	2UZ-FE	Yes
2003	Toyota	Avalon	1MZ-FE	No
2003	Toyota	Camry	1MZ-FE	Yes
2003	Toyota	Camry	2AZ-FE	Yes
2003	Toyota	Celica	1ZZ-FE	No
2003	Toyota	Celica	2ZZ-GE	Yes
2003	Toyota	Corolla	1ZZ-FE	No
2003	Toyota	Echo	1NZ-FE	No
2003	Toyota	Highlander	1MZ-FE	No
2003	Toyota	Highlander	2AZ-FE	No
2003	Toyota	Land Cruiser	2UZ-FE	Yes
2003	Toyota	Matrix	1ZZ-FE	No
2003	Toyota	Matrix	2ZZ-GE	No
2003	Toyota	MR2 Spyder	1ZZ-FE	Yes
2003	Toyota	Prius	1NZ-FXE	Yes
2003	Toyota	RAV4	1AZ-FE	No
2003	Toyota	Sequoia	2UZ-FE	Yes
2003	Toyota	Sienna	1MZ-FE	No
2003	Toyota	Solara	2AZ-FE	Yes
2003	Toyota	Solara	1MZ-FE	No
2003	Toyota	Tacoma	2RZ-FE	No
2003	Toyota	Tacoma	3RZ-FE	No
2003	Toyota	Tacoma	5VZ-FE	Yes
2003	Toyota	Tundra	2UZ-FE	Yes
2003	Toyota	Tundra	5VZ-FE	Yes
2004	Lexus	ES330	3MZ-FE	Yes
2004	Lexus	GS300	2JZ-GE	Yes
2004	Lexus	GS430	3UZ-FE	Yes
2004	Lexus	GX470	2UZ-FE	Yes
2004	Lexus	IS300	2JZ-GE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2004	Lexus	LS430	3UZ-FE	Yes
2004	Lexus	LX470	2UZ-FE	Yes
2004	Lexus	RX330	3MZ-FE	Yes
2004	Lexus	SC430	3UZ-FE	Yes
2004	Scion	xA	1NZ-FE	No
2004	Scion	xB	1NZ-FE	No
2004	Toyota	4Runner	1GR-FE	Yes
2004	Toyota	4Runner	2UZ-FE	Yes
2004	Toyota	Avalon	1MZ-FE	No
2004	Toyota	Camry	1MZ-FE	Yes
2004	Toyota	Camry	2AZ-FE	Yes
2004	Toyota	Camry	3MZ-FE	Yes
2004	Toyota	Celica	1ZZ-FE	No
2004	Toyota	Celica	2ZZ-GE	Yes
2004	Toyota	Corolla	1ZZ-FE	No
2004	Toyota	Echo	1NZ-FE	No
2004	Toyota	Highlander	2AZ-FE	Yes
2004	Toyota	Highlander	3MZ-FE	Yes
2004	Toyota	Land Cruiser	2UZ-FE	Yes
2004	Toyota	Matrix	1ZZ-FE	No
2004	Toyota	Matrix	2ZZ-GE	No
2004	Toyota	MR2 Spyder	1ZZ-FE	Yes
2004	Toyota	Prius	1NZ-FXE	Yes
2004	Toyota	RAV4	2AZ-FE	Yes
2004	Toyota	Sequoia	2UZ-FE	Yes
2004	Toyota	Sienna	3MZ-FE	Yes
2004	Toyota	Solara	3MZ-FE	Yes
2004	Toyota	Tacoma	2RZ-FE	No
2004	Toyota	Tacoma	3RZ-FE	No
2004	Toyota	Tacoma	5VZ-FE	Yes
2004	Toyota	Tundra	2UZ-FE	Yes
2004	Toyota	Tundra	5VZ-FE	Yes
2004	Toyota	Yaris	1SZ-FE	Yes
2005	Lexus	ES330	3MZ-FE	Yes
2005	Lexus	GS300	2JZ-GE	Yes
2005	Lexus	GS430	3UZ-FE	Yes
2005	Lexus	GX470	2UZ-FE	Yes
2005	Lexus	IS300	2JZ-GE	Yes
2005	Lexus	LS430	3UZ-FE	Yes
2005	Lexus	RX330	3MZ-FE	Yes
2005	Lexus	SC430	3UZ-FE	Yes
2005	Scion	tC	2AZ-FE	Yes
2005	Scion	xA	1NZ-FE	No
2005	Scion	xB	1NZ-FE	No
2005	Toyota	4Runner	1GR-FE	Yes
2005	Toyota	4Runner	2UZ-FE	Yes
2005	Toyota	Avalon	2GR-FE	Yes
2005	Toyota	Camry	1MZ-FE	Yes
2005	Toyota	Camry	2AZ-FE	Yes
2005	Toyota	Camry	3MZ-FE	Yes
2005	Toyota	Celica	1ZZ-FE	No
2005	Toyota	Celica	2ZZ-GE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2005	Toyota	Corolla	1ZZ-FE	Yes
2005	Toyota	Corolla	2ZZ-GE	No
2005	Toyota	Echo	1NZ-FE	No
2005	Toyota	Highlander	2AZ-FE	Yes
2005	Toyota	Highlander	3MZ-FE	Yes
2005	Toyota	Land Cruiser	2UZ-FE	Yes
2005	Toyota	Matrix	1ZZ-FE	Yes
2005	Toyota	Matrix	2ZZ-GE	No
2005	Toyota	MR2 Spyder	1ZZ-FE	Yes
2005	Toyota	Prius	1NZ-FXE	Yes
2005	Toyota	RAV4	2AZ-FE	Yes
2005	Toyota	Sequoia	2UZ-FE	Yes
2005	Toyota	Sienna	3MZ-FE	Yes
2005	Toyota	Solara	2AZ-FE	Yes
2005	Toyota	Solara	3MZ-FE	Yes
2005	Toyota	Tacoma	1GR-FE	Yes
2005	Toyota	Tacoma	2TR-FE	Yes
2005	Toyota	Tundra	1GR-FE	Yes
2005	Toyota	Tundra	2UZ-FE	Yes
2005	Toyota	Yaris	1SZ-FE	Yes
2006	Lexus	ES330	3MZ-FE	Yes
2006	Lexus	GS300	3GR-FSE	Yes
2006	Lexus	GS430	3UZ-FE	Yes
2006	Lexus	GX470	2UZ-FE	Yes
2006	Lexus	IS250	4GR-FSE	Yes
2006	Lexus	IS350	2GR-FSE	Yes
2006	Lexus	LS430	3UZ-FE	Yes
2006	Lexus	LX470	2UZ-FE	Yes
2006	Lexus	RX330	3MZ-FE	Yes
2006	Lexus	RX400h	3MZ-FE	Yes
2006	Lexus	SC430	3UZ-FE	Yes
2006	Scion	tC	2AZ-FE	Yes
2006	Scion	xA	1NZ-FE	No
2006	Scion	xB	1NZ-FE	No
2006	Toyota	4Runner	1GR-FE	Yes
2006	Toyota	4Runner	2UZ-FE	Yes
2006	Toyota	Avalon	2GR-FE	Yes
2006	Toyota	Camry	1MZ-FE	Yes
2006	Toyota	Camry	2AZ-FE	Yes
2006	Toyota	Camry	3MZ-FE	Yes
2006	Toyota	Corolla	2ZZ-GE	No
2006	Toyota	Corolla	1ZZ-FE	Yes
2006	Toyota	Corolla	1ZZ-FE	Yes
2006	Toyota	Highlander	2AZ-FE	Yes
2006	Toyota	Highlander	3MZ-FE	Yes
2006	Toyota	Highlander HV	3MZ-FE	Yes
2006	Toyota	Land Cruiser	2UZ-FE	Yes
2006	Toyota	Matrix	1ZZ-FE	Yes
2006	Toyota	Matrix	1ZZ-FE (4WD)	No
2006	Toyota	Matrix	1ZZ-FE (4WD)	No
2006	Toyota	Matrix	1ZZ-FE (4WD)	No
2006	Toyota	Matrix	2ZZ-GE	No

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2006	Toyota	Prius	1NZ-FXE	Yes
2006	Toyota	RAV4	2AZ-FE	Yes
2006	Toyota	RAV4	2GR-FE	Yes
2006	Toyota	Sequoia	2UZ-FE	Yes
2006	Toyota	Sienna	3MZ-FE	Yes
2006	Toyota	Solara	2AZ-FE	Yes
2006	Toyota	Solara	3MZ-FE	Yes
2006	Toyota	Tacoma	1GR-FE	Yes
2006	Toyota	Tacoma	2TR-FE	Yes
2006	Toyota	Tundra	1GR-FE	Yes
2006	Toyota	Tundra	2UZ-FE	Yes
2006	Toyota	Yaris	1NZ-FE	Yes
2007	Lexus	ES350	2GR-FE	Yes
2007	Lexus	GS350	2GR-FSE	Yes
2007	Lexus	GS430	3UZ-FE	Yes
2007	Lexus	GS450h	2GR-FSE	Yes
2007	Lexus	GX470	2UZ-FE	Yes
2007	Lexus	IS250	4GR-FSE	Yes
2007	Lexus	IS350	2GR-FSE	Yes
2007	Lexus	LS460	1UR-FSE	Yes
2007	Lexus	LX470	2UZ-FE	Yes
2007	Lexus	RX350	2GR-FE	Yes
2007	Lexus	RX400h	3MZ-FE	Yes
2007	Lexus	SC430	3UZ-FE	Yes
2007	Scion	tC	2AZ-FE	Yes
2007	Toyota	4Runner	1GR-FE	Yes
2007	Toyota	4Runner	2UZ-FE	Yes
2007	Toyota	Avalon	2GR-FE	Yes
2007	Toyota	Avanza	3SZ-VE	No
2007	Toyota	Avanza	K3-VE	No
2007	Toyota	Camry	2AZ-FE	Yes
2007	Toyota	Camry	2GR-FE	Yes
2007	Toyota	Camry HV	2AZ-FXE	Yes
2007	Toyota	Corolla	1ZZ-FE	Yes
2007	Toyota	FJ Cruiser	1GR-FE	Yes
2007	Toyota	Highlander	2AZ-FE	Yes
2007	Toyota	Highlander	3MZ-FE	Yes
2007	Toyota	Highlander HV	3MZ-FE	Yes
2007	Toyota	Land Cruiser	2UZ-FE	Yes
2007	Toyota	Matrix	1ZZ-FE	Yes
2007	Toyota	Prius	1NZ-FXE	Yes
2007	Toyota	RAV4	2AZ-FE	Yes
2007	Toyota	RAV4	2GR-FE	Yes
2007	Toyota	Sequoia	2UZ-FE	Yes
2007	Toyota	Sienna	2GR-FE	Yes
2007	Toyota	Solara	2AZ-FE	Yes
2007	Toyota	Solara	3MZ-FE	Yes
2007	Toyota	Tacoma	1GR-FE	Yes
2007	Toyota	Tacoma	2TR-FE	Yes
2007	Toyota	Tundra	1GR-FE	Yes
2007	Toyota	Tundra	2UZ-FE	Yes
2007	Toyota	Tundra	3UR-FE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2007	Toyota	Yaris	1NZ-FE	Yes
2008	Lexus	ES350	2GR-FE	Yes
2008	Lexus	GS350	2GR-FSE	Yes
2008	Lexus	GS450h	2GR-FSE	Yes
2008	Lexus	GS460	1UR-FSE	Yes
2008	Lexus	GX470	2UZ-FE	Yes
2008	Lexus	IS F	2UR-GSE	Yes
2008	Lexus	IS250	4GR-FSE	Yes
2008	Lexus	IS350	2GR-FSE	Yes
2008	Lexus	LS460	1UR-FSE	Yes
2008	Lexus	LS600h	2UR-FSE	Yes
2008	Lexus	LX570	3UR-FE	Yes
2008	Lexus	RX350	2GR-FE	Yes
2008	Lexus	RX400h	3MZ-FE	Yes
2008	Lexus	SC430	3UZ-FE	Yes
2008	Scion	tC	2AZ-FE	Yes
2008	Scion	tC	2AZ-FE	Yes
2008	Scion	xB	2AZ-FE	Yes
2008	Scion	xD	2ZR-FE	Yes
2008	Toyota	4Runner	1GR-FE	Yes
2008	Toyota	4Runner	2UZ-FE	Yes
2008	Toyota	Avalon	2GR-FE	Yes
2008	Toyota	Avanza	3SZ-VE	No
2008	Toyota	Avanza	K3-VE	No
2008	Toyota	Camry	2AZ-FE	Yes
2008	Toyota	Camry	2GR-FE	Yes
2008	Toyota	Camry HV	2AZ-FXE	Yes
2008	Toyota	Corolla	1ZZ-FE	Yes
2008	Toyota	FJ Cruiser	1GR-FE	Yes
2008	Toyota	Highlander	2GR-FE	Yes
2008	Toyota	Highlander HV	3MZ-FE	Yes
2008	Toyota	Land Cruiser	3UR-FE	Yes
2008	Toyota	Matrix	1ZZ-FE	Yes
2008	Toyota	Prius	1NZ-FXE	Yes
2008	Toyota	RAV4	2AZ-FE	Yes
2008	Toyota	RAV4	2GR-FE	Yes
2008	Toyota	Sequoia	2UZ-FE	Yes
2008	Toyota	Sequoia	3UR-FE	Yes
2008	Toyota	Sienna	2GR-FE	Yes
2008	Toyota	Solara	2AZ-FE	Yes
2008	Toyota	Solara	3MZ-FE	Yes
2008	Toyota	Tacoma	1GR-FE	Yes
2008	Toyota	Tacoma	2TR-FE	Yes
2008	Toyota	Tundra	1GR-FE	Yes
2008	Toyota	Tundra	2UZ-FE	Yes
2008	Toyota	Tundra	3UR-FE	Yes
2008	Toyota	Yaris	1NZ-FE	Yes
2009	Lexus	ES350	2GR-FE	Yes
2009	Lexus	GS350	2GR-FSE	Yes
2009	Lexus	GS450h	2GR-FSE	Yes
2009	Lexus	GS460	1UR-FSE	Yes
2009	Lexus	GX470	2UZ-FE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2009	Lexus	IS F	2UR-GSE	Yes
2009	Lexus	IS250	4GR-FSE	Yes
2009	Lexus	IS350	2GR-FSE	Yes
2009	Lexus	LS460	1UR-FSE	Yes
2009	Lexus	LS600h	2UR-FSE	Yes
2009	Lexus	LX570	3UR-FE	Yes
2009	Lexus	RX350	2GR-FE	Yes
2009	Lexus	SC430	3UZ-FE	Yes
2009	Scion	xB	2AZ-FE	Yes
2009	Scion	xD	2ZR-FE	Yes
2009	Toyota	4Runner	1GR-FE	Yes
2009	Toyota	4Runner	2UZ-FE	Yes
2009	Toyota	Avalon	2GR-FE	Yes
2009	Toyota	Avanza	3SZ-VE	No
2009	Toyota	Avanza	K3-VE	No
2009	Toyota	Camry	2AZ-FE	Yes
2009	Toyota	Camry	2GR-FE	Yes
2009	Toyota	Camry HV	2AZ-FXE	Yes
2009	Toyota	Corolla	2AZ-FE	Yes
2009	Toyota	Corolla	2ZR-FE	Yes
2009	Toyota	FJ Cruiser	1GR-FE	Yes
2009	Toyota	Highlander	1AR-FE	Yes
2009	Toyota	Highlander	2GR-FE	Yes
2009	Toyota	Highlander HV	3MZ-FE	Yes
2009	Toyota	Land Cruiser	3UR-FE	Yes
2009	Toyota	Matrix	2AZ-FE	Yes
2009	Toyota	Matrix	2ZR-FE	Yes
2009	Toyota	Prius	1NZ-FXE	Yes
2009	Toyota	RAV4	2AR-FE	Yes
2009	Toyota	RAV4	2GR-FE	Yes
2009	Toyota	Sequoia	2UZ-FE	Yes
2009	Toyota	Sequoia	3UR-FBE	Yes
2009	Toyota	Sequoia	3UR-FE	Yes
2009	Toyota	Sienna	2GR-FE	Yes
2009	Toyota	Tacoma	1GR-FE	Yes
2009	Toyota	Tacoma	2TR-FE	Yes
2009	Toyota	Tundra	1GR-FE	Yes
2009	Toyota	Tundra	2UZ-FE	Yes
2009	Toyota	Tundra	3UR-FBE	Yes
2009	Toyota	Tundra	3UR-FE	Yes
2009	Toyota	Venza	1AR-FE	Yes
2009	Toyota	Venza	2GR-FE	Yes
2009	Toyota	Yaris	1NZ-FE	Yes
2010	Lexus	ES350	2GR-FE	Yes
2010	Lexus	GS350	2GR-FSE	Yes
2010	Lexus	GS450h	2GR-FSE	Yes
2010	Lexus	GS460	1UR-FSE	Yes
2010	Lexus	HS250h	2AZ-FXE	Yes
2010	Lexus	IS F	2UR-GSE	Yes
2010	Lexus	IS250	4GR-FSE	Yes
2010	Lexus	IS250C	4GR-FSE	Yes
2010	Lexus	IS350	2GR-FSE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX C:
Toyota Vehicles with ETCS-i

2010	Lexus	IS350C	2GR-FSE	Yes
2010	Lexus	LS460	1UR-FSE	Yes
2010	Lexus	LX570	3UR-FE	Yes
2010	Lexus	RX350	2GR-FE	Yes
2010	Lexus	RX450h	2GR-FXE	Yes
2010	Lexus	SC430	3UZ-FE	Yes
2010	Scion	tC	2AZ-FE	Yes
2010	Scion	xB	2AZ-FE	Yes
2010	Scion	xD	2ZR-FE	Yes
2010	Toyota	4Runner	1GR-FE	Yes
2010	Toyota	4Runner	2TR-FE	Yes
2010	Toyota	Avalon	2GR-FE	Yes
2010	Toyota	Avanza	3SZ-VE	No
2010	Toyota	Avanza	K3-VE	No
2010	Toyota	Camry	2AR-FE	Yes
2010	Toyota	Camry	2GR-FE	Yes
2010	Toyota	Camry HV	2AZ-FXE	Yes
2010	Toyota	Corolla	2AZ-FE	Yes
2010	Toyota	Corolla	2ZR-FE	Yes
2010	Toyota	FJ Cruiser	1GR-FE	Yes
2010	Toyota	Highlander	1AR-FE	Yes
2010	Toyota	Highlander	2GR-FE	Yes
2010	Toyota	Highlander HV	3MZ-FE	Yes
2010	Toyota	Land Cruiser	3UR-FE	Yes
2010	Toyota	Matrix	2AZ-FE	Yes
2010	Toyota	Matrix	2ZR-FE	Yes
2010	Toyota	Prius	2ZR-FXE	Yes
2010	Toyota	RAV4	2AR-FE	Yes
2010	Toyota	RAV4	2GR-FE	Yes
2010	Toyota	Sequoia	1UR-FE	Yes
2010	Toyota	Sequoia	3UR-FBE	Yes
2010	Toyota	Sequoia	3UR-FE	Yes
2010	Toyota	Sienna	2GR-FE	Yes
2010	Toyota	Tacoma	1GR-FE	Yes
2010	Toyota	Tacoma	2TR-FE	Yes
2010	Toyota	Tundra	1GR-FE	Yes
2010	Toyota	Tundra	1UR-FE	Yes
2010	Toyota	Tundra	3UR-FBE	Yes
2010	Toyota	Tundra	3UR-FE	Yes
2010	Toyota	Venza	1AR-FE	Yes
2010	Toyota	Venza	2GR-FE	Yes
2010	Toyota	Yaris	1NZ-FE	Yes

Safety Research Strategies
*Based on Toyota Motor Sales Inc., technical service documents

APPENDIX D:

Consumer Complaints to NHTSA, 2007-2008 MY Lexus ES350 Unintended Acceleration Incidents Occurring Jan. 2009-Jan. 2010

ODI Number	Make	Model	Vehicle Year	Crash	Date of Incident	Injury	Deaths	Component	Complainant's City	Complainant's State	VIN	Number of Occurences	NHTSA CDESC
10261660, 10263408	LEXUS	ES350	2007	N	20090203	0	0	VEHICLE SPEED CONTROL	PLYMOUTH	MN	JTHBJ46G072	1	DRIVING HOME FROM WORK, I EXPERIENCED A SUDDEN UNCONTROLLABLE SURGE IN ACCELERATION CAUSING MY SPEED TO INCREASE FROM ABOUT 60 MPH TO 80+ MPH. IMMEDIATELY I BEGAN TO BRAKE HARD AS I WAS RAPIDLY APPROACHING TRAFFIC JUST AHEAD OF ME. FORTUNATELY THE INSIDE LEFT LANE WAS UNOCCUPIED AND I WAS ABLE TO MAKE AN IMMEDIATE LANE CHANGE. INITIALLY I DEPRESSED THE BRAKE PEDAL AS HARD AS I COULD USING BOTH FEET BUT ONLY MANAGED TO SLOW THE VEHICLE TO 40-45 MPH. WITH MY SPEED REDUCED, I ALTERNATED BETWEEN PUMPING THE ACCELERATOR PEDAL AND PULLING UP ON IT FROM THE UNDERSIDE WITH MY RIGHT FOOT AS IT BECAME CLEAR THAT THE THROTTLE WAS STUCK IN AN OPEN POSITION. THE VEHICLE CONTINUED TO SPEED BACK UP TO OVER 65 MPH WITH LESS PRESSURE ON THE BRAKE PEDAL. WITH TRAFFIC JUST AHEAD OF ME, I MOVED OVER TO THE LEFT SHOULDER NEXT TO THE CENTER BARRIER AND CONTINUED TO TRY TO RELEASE THE OPEN THROTTLE. THERE WERE CLOUDS OF SMOKE AROUND THE VEHICLE AND THE SMELL OF BURNING MATERIALS FROM THE OVERHEATING BRAKES. AFTER FINALLY GETTING THE VEHICLE SLOWED DOWN TO ABOUT 25-30 MPH, I SHIFTED INTC

APPENDIX D:
Consumer Complaints to NHTSA, 2007-2008 MY Lexus ES350 Unintended Acceleration Incidents Occurring Jan. 2009-Jan. 2010

10260824	LEXUS	ES350	2007	N	20090218	0	0	VEHICLE SPEED CONTROL	LATHAM	NY	JTHBJ46G372	1	THERE IS A SAFETY RECALL OUT FOR THE 2007 LEXUS ES 350 IN RESPECT TO ALL WEATHER FLOOR MATS POTENTIALLY CAUSING A JAMMED ACCELERATOR (NHTSA ACTION # EA07010). THE RECALL WAS INITIATED IN SEPT. 2007. THE LAST REPORT FILED BY LEXUS WITH YOUR OFFICE INDICATED THAT THERE WERE OVER 32,000 OWNERS OUT OF 55,000 THAT THEY WERE UNABLE TO CONTACT. MY VEHICLE WAS TAKEN IN FOR SERVICING AT THE LOCAL LEXUS DEALER BY THE PREVIOUS OWNER IN AUG. 2008 AND THE DEFECTIVE MAT WAS IN PLACE. WHEN I PURCHASED THIS VEHICLE IN JANUARY OF THIS YEAR, I IMMEDIATELY CALLED THIS SAME DEALER TO HAVE MY NAME INDICATED AS THE OWNER OF RECORD. I SPECIFICALLY ASKED IF I HAD TO DO ANYTHING ELSE FOR RECALL NOTIFICATION ETC. AND WAS TOLD NO. LAST WEEK MY WIFE EXPERIENCED THE JAMMED ACCELERATOR DUE TO THE FAULTY MAT AND WAS EXTREMELY FORTUNATE THAT SHE WAS ABLE TO BRING A RUNAWAY VEHICLE DOING 80 OR 90 MPH TO A STOP WITHOUT AN ACCIDENT. I CALLED THE LEXUS DEALER IMMEDIATELY AFTER THE INCIDENT AND WAS TOLD ABOUT THE MAT PROBLEM BUT NOT ABOUT A RECALL. I FOUND OUT ABOUT THE RECALL FROM YOUR WEBSITE. I ALSO WENT TO THE NATI
10286150	LEXUS	ES350	2007	N	20090522	0	0	VEHICLE SPEED CONTROL	SAN RAMON	CA	JTHBJ46G472	1	WHILE DRIVING ON I10 IN CA, MY MOTHER ACCELERATED TO PASS A TRUCK AND WHEN SHE EASED UP ON THE ACCELERATOR NOTHING HAPPENED. IN FACT, SHE STARTED TO ACCELERATE. SHE TRIED TO BRAKE AND PUT THE EMERGENCY BRAKE ON AND SHE KEPT GOING IN EXCESS OF 90 MPH. SHE DROVE THROUGH A REST AREA BUT WAS UNABLE TO STOP. FINALLY SHE HIT THE GAS PEDAL AGAIN AND THAT DID IT - SHE FINALLY HAD CONTROL AND SLOWED WAY DOWN. SHE DID SO MUCH DAMAGE TO THE ENGINE WHILE TRYING TO GET IT TO STOP THAT CATHEDRAL CITY LEXUS REPLACED THE WHOLE ENGINE. SHE WAS TOLD THE PROBLEM WAS CAUSED BY HER ALL WEATHER FLOOR MAT. SHE WAS NOT AWARE OF ANY RECALL ON FLOOR MATS NOR HAD TUSTIN LEXUS, WHO ALWAYS SERVICES HER CAR, EVER SAID ANYTHING TO HER AND THE MATS HAVE BEEN IN THE CAR SINCE SHE PURCHASED IT. *TR

10293670	LEXUS	ES350	2007	N	20090609	0	0	VEHICLE SPEED CONTROL	SAN MATEO	CA		1	JUNE 9, 2009 MY 2007 ES 350 LEXUS TOOK OFF WITH ME REACHING A FRIGHTENING SPEED OF 95 MILES AN HR WHEN I REACHED THE MAT UNDER MY RIGHT KNEE AND YANKED THE CARPET AND AT LAST FREED THE GAS AND BRAKE PEDAL. I KNOW THE WHERE BOTH INVOLVED AS I HIT THE BRAKES TO NO AVAIL AS THE SPEED BECAME FRIGHTENING AND KEEPING IT ON THE ROAD WAS A MIRACLE. I THINK IT IS UNACCEPTABLE THAT I DID NOT RECEIVE ANY RECALL NOTICE FOR ALMOST 4 MOST AFTER THIS INCIDENT. *TR
10291375	LEXUS	ES350	2007	N	20090721	0	0	VEHICLE SPEED CONTROL	EVANSTON	IL	JTHBJ46G872	1	MY 2007 LEXUS ES 350 ACCELERATED ON ITS OWN WHILE DRIVING ON AN IL HIGHWAY. EARLIER THAT DAY ONE OR TWO WARNING LIGHTS APPEARED AND I CALLED THE LEXUS SERVICE DEPT. A FEW QUESTIONS WERE ASKED BY THE RECEPTION OPERATOR AND I WAS TOLD THE CAR WAS SAFE TO DRIVE. ON MY RETURN HOME, THE ACCELERATION HAPPENED. MY BRAKES DID NOT SLOW THE CAR DOWN. I PUT THE CAR IN NEUTRAL WHILE PRESSING THE BRAKES AND WAS ABLE TO GET OUT OF THE TRAFFIC LANE ONTO THE SHOULDER. THE CAR FINALLY CAME TO A STOP AND I TURNED OFF THE ENGINE, CALLED AAA, AND WAS TOWED TO THE NEAREST LEXUS DEALER. AT THE SERVICE DEPT I WAS TOLD IT WAS MY FLOOR MAT AND THE MAT WAS REPLACED. THIS DID NOT SEEM A LIKELY EXPLANATION BECAUSE THE GAS PEDAL HAD SIMPLY LOCKED AND ACCELERATED ON ITS OWN. MY BRAKES WERE CHECKED AND IT WAS DETERMINED I NEEDED NEW REAR BRAKES WHICH WAS NOT A SURPRISE SINCE IT SEEMED LIKE I WAS 'KILLING' THEM IN MY ATTEMPT TO CONTROL AND SLOW DOWN THE CAR. THE MATS WERE TO HAVE BEEN EXCHANGED EARLIER WHEN THE CAR WAS TAKEN IN FOR SERVICE APPT BUT SOMEHOW THAT WAS NEGLECTED BY A DIFFERENT LEXUS DEALER. *TR

APPENDIX D:
Consumer Complaints to NHTSA, 2007-2008 MY Lexus ES350 Unintended Acceleration Incidents Occurring Jan. 2009-Jan. 2010

10278567	LEXUS	ES350	2007	Y	20090725	1	0	VEHICLE SPEED CONTROL	NORTH HAVEN	CT	JTHBJ46G072		TL*THE CONTACT OWNS A 2007 LEXUS ES350. THE CONTACT STATED THAT THE VEHICLE ACCELERATES WITHOUT WARNING. SHE STATED THAT THE ENGINE MADE A SQUEALING NOISE WHEN SHE PRESSED THE PUSH TO START BUTTON. SHE DEPRESSED THE BRAKE PEDAL, PLACED THE VEHICLE INTO REVERSE, AND THE VEHICLE SPED UP AND WOULD NOT STOP. SHE DEPRESSED THE BRAKE PEDAL WITH ALL OF HER STRENGTH, BUT THE VEHICLE WOULD NOT STOP. IT FINALLY CAME TO A STOP WHEN IT STRUCK THE SIDE OF A GARAGE. THE CONTACT WAS BRUISED AND STARTLED. A POLICE REPORT WAS FILED. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 39,000.
10282215	LEXUS	ES350	2007	Y	20090827	0	0	VEHICLE SPEED CONTROL	LAKE OSWEGO	OR	JTHBJ46G072	1	OUR 2007 LEXUS ES 350 ABRUPTLY AND WILDLY ACCELERATED WHILE MY WIFE WAS DRIVING ON THE FREEWAY. SHE STOOD ON THE BRAKES AND DEPRESSED THE PARKING BRAKE WHILE MOVING INTO THE SLOW LANE AND TOOK THE NEXT EXIT RAMP. THE CAR FINALLY SLOWED SOMEWHAT BEFORE REAR ENDING A STOPPED CAR. FORTUNATELY, NO ONE WAS HURT. THE CAR WAS TOWED TO THE LEXUS DEALER. THEIR DIAGNOSTIC COMPUTER SYSTEM DID NOT "CALL OUT" ANY PROBLEMS. THEY IMMEDIATELY BLAMED THE FLOOR MATS. HOWEVER, THE FLOOR MATS WERE TWO INCHES AWAY FROM THE GAS PEDAL. THEY THEN TRIED TO BRUSH ME OFF BY ASKING ME WHERE I WANTED THE CAR TOWED TO GET BODY WORK PERFORMED. I REFUSED AND ESCALATED TO LEXUS USA. THEY ARE NOW TRYING TO DETERMINE IF THEY CAN FIND A PROBLEM. THIS REMINDS ME OF THE AUDI ACCELERATION PROBLEM AND WARRANTS AN COMPLETE AND FULL INVESTIGATION. THE INTERNET IS FULL OF UNINTENTIONAL ACCELERATION PROBLEMS WITH THE 2007 LEXUS ES 350. I KEEP THINKING THAT THE 2007 MODEL IS THE FIRST OF THE NEW ES BODY STYLES AND THERE IS SOMETHING TERRIBLY WRONG. *TR

10290866	LEXUS	ES350	2008	N	20091001	0	0	VEHICLE SPEED CONTROL	PICKERINGTON	OH	JTHBJ46G282	1	ON OCTOBER 1, 2009 MY 2008 LEXUS ES 350 EXPERIENCED UNCONTROLLED ACCELERATION. UPON ENTERING THE HIGHWAY THE VEHICLE INCREASED IN SPEED TO APPROX. 90 MPH WITHOUT DEPRESSING THE ACCELERATOR. THE VEHICLE DID NOT STOP OR SLOW DOWN EVEN AFTER STEPPING FORCEFULLY ON THE BRAKES. I PUSHED THE START/STOP BUTTON ON THE DASHBOARD NUMEROUS TIMES AND THE CAR WOULD NOT STOP OR CUT OFF. SOMEHOW, THROUGH THE GRACE OF GOD I BEGIN SHIFTING THE GEARS, ONCE THE GEAR WAS PLACED IN NEUTRAL THE SPEED FINALLY BROKE AND THE CAR SLOWED DOWN. THE VEHICLE WAS STEERED TO THE SIDE OF THE ROAD WHERE THE CAR HAD DIFFICULTY COMING TO A COMPLETE STOP. ONCE THE CAR ACTUALLY STOPPED I CALLED THE LEXUS DEALERSHIP AND A FLATBED WAS SENT AND THE CAR WAS TOWED TO THE DEALERSHIP FOR SERVICE. THE LEXUS SERVICE DEPARTMENT DETERMINED THE DAMAGE CONSISTED OF BURNT FRONT PADS AND ROTORS AND BURNT REAR PADS AND ROTORS THAT ALL OCCURRED WHILE TRYING TO STOP THE RUNAWAY VEHICLE. *TR
10289153	LEXUS	ES350	2007	N	20091005	0	0	VEHICLE SPEED CONTROL	HILLSBORO BEACH	FL	JTHBJ46G382		TL*THE CONTACT OWNS A 2007 ES350 LEXUS. WHILE DRIVING 60 MPH ALL OF A SUDDEN THE VEHICLE ACCELERATED WITHOUT TOUCHING THE ACCELERATOR PEDAL. HE APPLIED THE BRAKES; HOWEVER, THE VEHICLE WOULD NOT STOP. HE WAS FORCED TO SHIFT GEARS INTO NEUTRAL TO STOP THE VEHICLE; ALTHOUGH, THE VEHICLE STOPPED THE ENGINE WAS STILL REVVING. THE CONTACT HAD TO ENGAGE THE ACCELERATOR PEDAL A COUPLE OF TIMES SINCE IT WAS STUCK IN PLACE. THE DEALER COULD NOT DUPLICATE THE FAILURE. WITHIN THE LAST THREE TO FOUR WEEKS THE FAILURE HAS HAPPENS 3 TO 4 TIMES AND HAS BECOME PROGRESSIVELY WORSE. THE DEALER WILL MAKE ANOTHER ATTEMPT TO DIAGNOSE THE FAILURE AND THE MANUFACTURER WAS NOTIFIED OF THE ACCELERATION PROBLEM. THE FAILURE AND CURRENT MILEAGE WAS 6000.

APPENDIX D:
Consumer Complaints to NHTSA, 2007-2008 MY Lexus ES350 Unintended Acceleration Incidents Occurring Jan. 2009-Jan. 2010

10289953	LEXUS	ES350	2007	N	20091027	0	0	VEHICLE SPEED CONTROL	ROUND ROCK	TX	JTHBJ46GX72		TL* THE CONTACT OWNS A 2007 LEXUS ES350. THE FLOOR-MATS SHIFTED UNDER THE ACCELERATED PEDAL; WHICH CAUSED THE VEHICLE TO ACCELERATE FROM 45 TO 55 MPH. THE DEALER WAS NOTIFIED, AND A TECHNICIAN STATED THAT IF THEY COULD DUPLICATE THE FAILURE, THEY COULD NOT PROVIDE A REMEDY. THE FAILURE MILEAGE WAS 45,000 .
10290983	LEXUS	ES350	2007	N	20091028	0	0	VEHICLE SPEED CONTROL	WESTLAKE VILLAGE	CA		1	FAULTY ACCELERATOR ON 2007 ES 350. VEHICLE SPED UP WITH FOOT OFF THE ACCELERATOR. ONLY ONE OCCURRENCE. WAS ABLE TO USE BREAK TO SLOW DOWN VEHICLE. ACCELERATOR FINALLY STOPPED. IMMEDIATELY CHECKED FLOOR MATS WHICH WERE SECURED AND HOOKED. *TR
10291614	LEXUS	ES350	2008	N	20091109	0	0	VEHICLE SPEED CONTROL	HARDEEVILLE	SC			TL* THE CONTACT OWNS A 2008 LEXUS ES 350. WHILE DRIVING APPROXIMATELY 55 MPH THE VEHICLE BEGAN TO ACCELERATE WITHOUT INTENTION. AFTER REPEATED BRAKE APPLICATION, THE VEHICLE STARTED TO DECELERATE. THE VEHICLE WAS IN THE PROCESS OF BEING TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING. THE FAILURE AND CURRENT MILEAGES WERE 19,000. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE.
10295518	LEXUS	ES350	2008	Y	20091209	0	0	VEHICLE SPEED CONTROL	PITTSBURGH	PA	JTHBJ46GX82	1	2008 LEXUS 350 UNEXPECTED ACCELERATION. MOVING SLOW IN PARKING LOT PULLING INTO PARKING SPACE. LIGHT PRESSURE ON BRAKE. ENGINE WENT TO HIGH RPM CAR ACCELERATED PUSHED HARD ON BRAKE, PUT IN NEUTRAL. ENGINE WENT BACK TO IDLE. MY BUMPER HIT UNOCCUPIED PARKED CAR IN FRONT OF ME. DEALER DENIES ANYTHING WRONG. *TR

APPENDIX E:

Consumer Complaints to NHTSA of Unintended Acceleration in Lexus IS Models

ODI Number	Make	Model	Vehicle Year	Crash	Date of Incident	Injury	Deaths	Component	Complainant's City	Complainant's State	VIN	Miles	Incident Description/Injuries
8015367	LEXUS	IS300	2001	N	20000930	0	0	VEHICLE SPEED CONTROL	HUNTINGTON STATION	NY	JTHBD182110		WHILE DRIVING VEHICLE WOULD HESITATE WHEN ACCELERATING. VEHICLE BEEN TO DEALER ON THREE OCCASIONS, AND PROBLEM REOCCURRED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK
10060036	LEXUS	IS300	2001	Y	20040227	0	0	VEHICLE SPEED CONTROL:ACCELERATOR PEDAL	DARIEN	IL	JTHBD182110	29200	ON THREE SEPARATE OCCASIONS WITHIN PRIOR THREE MONTHS OF INCIDENT DATE, WHEN TAPPING ACCELERATOR TO THE FLOOR BRIEFLY (FRACTION OF A SECOND) AND THEN RELEASING, CARS THROTTLE REMAINED COMPLETELY OPEN (MAXIMUM RPMS) EVEN WITH FOOT OFF OF THE ACCELERATOR PEDAL. CARS THROTTLE SYSTEM EQUIPPED WITH "DRIVE BY WIRE" OR A WIRELESS COMPUTER CONTROLLED THROTTLE. ON PRIOR TWO OCCASIONS, VEHICLE'S IGNITION HAD TO BE SHUT OFF BY REMOVING KEYS FROM IGNITION WHILE DRIVING IN THE MIDDLE OF THE STREET. ON THIRD OCCASION, DUE TO TRYING TO AVOID OBSTACLES DRIVER HAD NO TIME TO SHUT CAR OFF. CAR STRUCK ROCKS AND VEERED OFF INTO LAKE. CAR TOTALED. *JB
10065012	LEXUS	IS300	2002	N		0	0	VEHICLE SPEED CONTROL:ACCELERATOR PEDAL	SKOKIE	IL	JTHBD192020	23000	INTERMITTENTLY WHEN ACCELERATOR PEDAL IS DEPRESSED IT STICKS. WHEN THIS OCCURS VEHICLE ACCELERATES AT A HIGH SPEED. THE BRAKE PEDAL FAILS TO STOP THE ACCELERATION. IGNITION HAS TO BE TURNED OFF TO STOP THE ACCELERATION. VEHICLE HAD BEEN SERVICED SEVERAL TIMES BY THE DEALERSHIP, BUT WAS NOT ABLE TO RESOLVE THE PROBLEM. *AK

10119774	LEXUS	IS300	2001	N	20050301	0	0	VEHICLE SPEED CONTROL :ACCELER ATOR PEDAL	HUNTING TON STATION	NY	JTHB D182 310	65000	SINCE I HAVE OWNED THE VEHICLE, I HAVE HAD TWO INCIDENTS, WHICH BOTH OCCURED RANDOMLY WITH NO PRIOR ENGINE PROBLEMS OR INDICATIONS OF ISSUES WITH THE CAR, IN WHICH AS I WAS ACCELERATING, THE GAS PEDAL WOULD CONTINUE TO PRESS DOWN AND PIN ITSELF TO THE FLOOR. BOTH TIMES, THE GAS PEDAL WAS LITERALLY STUCK TO THE FLOOR AND NOT ABLE TO BE LOOSENED. THE FIRST TIME IT OCCURED, I PULLED THE EMERGENCY BRAKE AND JAMMED ON MY BRAKE PEDAL UNTIL THE GAS PEDAL POPPED BACK UP AFTER ABOUT A MINUTE PINNED TO THE GROUND. THE SECOND TIME, I LUCKILY HAD SOMEONE WITH ME WHO INSTRUCTED ME TO PUT THE CAR IN NEUTRAL AND QUICKLY TURN OFF THE ENGINE ONE CLICK SO THAT I COULD BRAKE AND STEER MYSELF TO SAFETY. THANK GOD NO ONE WAS INJURED IN THESE INCIDENTS, BUT BOTH OCCURENCES COULD HAVE BEEN HORRIBLE ACCIDENTS. THE CAR IS A 2001 LEXUS IS 300. MILEAGE AT TIME OF INCIDENTS: 1ST INCIDENT-ABOUT 65-70,000 MILES 2ND INCIDENT-ABOUT 80-85,000 MILES. BOTH INCIDENTS OCCURED WITHIN ABOUT 2-4 MONTHS OF EACH OTHER AND THE LAST INCIDENT FROM TODAY WOULD HAVE OCCURED ABOUT 1 1/2-3 MONTHS AGO. I HAVE ONLY OWNED

10139528	LEXUS	IS300	2002	Y	20051007	0	0	VEHICLE SPEED CONTROL	RICHMOND	00	JTHBD192X20	35420	MY 2002, LEXUS IS300 HAD A CASE OF SUDDEN UNINTENDED ACCELERATION THAT LED TO A CRASH CAUSING OVER $10,000 WORTH OF DAMAGES TO BOTH MY CAR AND THE OTHER PERSONS CAR. I HAVE SEEN OTHER REPORTS OF OTHER PEOPLE WONDERING IF THE ELECTRONIC THROTTLE IS SUSPECT IN THESE CASES, HOWEVER I PERSONALLY BELIEVE THAT THE REAL PROBLEM IS ONLY PARTLY TO BLAME ON THE ELECTRONIC THROTTLE. IN MY OPINION, THE PROBLEM IS THE LIKELIHOOD OF THE PEDAL GETTING STUCK UNDER FLOOR MATS IS TOO HIGH, COMBINED WITH THE RELATIVELY "LIGHT" SPRING FORCE ON THE GAS PEDAL BECAUSE IT IS A THROTTLE-BY-WIRE SYSTEM WHICH LEADS TO THE FLOOR MAT EASILY HOLDING THE PEDAL DOWN TO FULL THROTTLE CAUSING AN ACCIDENT. I SAY THAT THIS IS "NEGLIGENT PEDAL DESIGN ON THE PART OF THE CAR MANUFACTURER". I ALSO BELIEVE THAT THEY KNEW THIS WAS AN ISSUE BECAUSE THEY MAKE REFERENCE TO THIS IN THE OWNERS MANUAL ON: PG.76 WHERE THERE IS A CAUTION THAT STATES "MAKE SURE THE FLOOR MAT IS PROPERLY PLACED ON THE FLOOR CARPET. IF THE FLOOR MAT SLIPS AND INTERFERES WITH THE MOVEMENT OF THE PEDALS DURING DRIVING, IT MAY CAUSE IN ACCIDENT." N

10167016	LEXUS	IS300	2002	N	20060828	0	0	VEHICLE SPEED CONTROL	QUINCY	CA	JTHB D192 420	26000	ON 8/28/06, AT APPROXIMATELY 8:50 AM I WAS DRIVING TO WORK ON A TWO LANE, LEVEL, STRAIGHT PAVED COUNTY ROAD. I WAS DRIVING MY 2002 LEXUS IS 300 THAT HAD JUST REACHED 26,000 MILES. (THIS CAR HAS RECEIVED ALL REGULARLY SCHEDULED MAINTENANCE SERVICES FROM LEXUS OF RENO AND HAS NOT HAD ANY PROBLEMS WHATSOEVER. I AM THE ORIGINAL OWNER OF THIS VEHICLE) THE ROAD WAS CLEAR AND DRY. I WAS TRAVELING AT APPROXIMATELY 45 MPH WHEN I ACCELERATED TO PASS ANOTHER VEHICLE. AS I PASSED, MY CAR KEPT ON ACCELERATING EVEN AS I LET UP ON THE ACCELERATOR. I ATTEMPTED TO APPLY THE BRAKES. THE ENGINE ACCELERATION WAS SO POWERFUL, THE CAR DID NOT RESPOND WELL TO MY ATTEMPT TO BRAKE, SO I TOOK MY FOOT OFF THE BRAKE. THE SPEED ON THE DASHBOARD WAS 60 MPH AND ACCELERATING. I APPLIED THE BRAKES AGAIN WITH ALL THE STRENGTH I HAD AND WAS ABLE TO PULL THE CAR SAFELY OFF THE ROAD. THE ENGINE WAS RACING EVEN WHEN STOPPED. I MOVED THE SHIFT INTO PARK. EVEN IN PARK THE ENGINE WAS RACING. I TURNED THE ENGINE OFF. MY HUSBAND WAS FOLLOWING ME AND STOPPED. HE DROVE IT 1.5 MILES OUR OFFICE WITHOUT INCIDENT. I THEN
10169969	LEXUS	IS250	2006	Y	20060925	0	0	VEHICLE SPEED CONTROL :ACCELERATOR PEDAL	AGANA	GU	JTHB K262 462	4800	ACCELERATOR PEDAL STUCK DOWN GOING AT A SPEED OF LESS THAN 5 MILES AN HOUR WHILE TURNING OUT OF A PARKING LOT. FOOT BRAKE AND EMERGENCY BRAKE WERE APPLIED BUT THE CAR WOULD NOT STOP WHICH RESULTED IN AN ACCIDENT. WHEN MY CAR HIT THE OTHER CAR, THE ACCELERATOR POPPED BACK UP. *JB

APPENDIX E:
Consumer Complaints to NHTSA of Unintended Acceleration in Lexus IS Models

10171756	LEXUS	IS250	2006	N	20061020	0	0	VEHICLE SPEED CONTROL	TOLEDO	OH	JTHC K262 265	5310	WIFE WAS DRIVING ON THE INTERSTATE WITH THE CRUISE ON DOING ABOUT 65 MPH, AND SHE DECIDED TO PASS A TRUCK. SHE ACCELLERATED SLIGHTLY, AND THE CAR SUDDENLY "FLOORED" TO OVER 90 MPH AND THE RPM'S WENT ALL THE WAY UP. SHE TRUNED OFF THE CRUISE, BUT IT WOULDN'T SLOW DOWN. SHE TRIED TO BRAKE, BUT THE ENGINE WAS STILL REVING AT THE HIGHEST SPEED. SHE FORCED HERSELF OFF INTO THE GRASSY MEDIAN AND SAT ON THE BRAKE UNTIL SHE COULD JAM THE TRANSMISSION INTO PARK AND TURN OFF THE ENGINE. VEH TOWED TO LEXUS DEALER. TECH COULDN'T FIGURE OUT WHAT WAS CAUSING THIS, BUT AFTER TALKING TO LEXUS HEADQUARTERS, THEY FOUND THAT THE RUBBER CAR MAT AND THE BACK OF THE ACCELLERATOR SOMEHOW CONNECTED AND FORCED THE CAR TO BE "FLOORED". YOU COULD NOT TELL BY LOOKING AT THE MAT THAT IT WAS CONNECTED TO THE ACCELLERATOR. MY WIFE WOULD OF DIED IF THERE HAD BEEN ANOTHER VEHICLE CLOSE TO HER. NO ACCIDENT OR INJURY. I HAVE NO COMPLAINT WITH THE DEALER. THEY DID EVERYTHING THEY COULD TO HELP. *NM
10201175	LEXUS	IS250	2007	Y	20070814	1	0	VEHICLE SPEED CONTROL :ACCELERATOR PEDAL	GERMAN TOWN	MD	JTHC K262 075	3400	I WAS DRIVING MY LEXUS IS 250 AWD (2007) AT 30 MPH ON ROUTE 27 IN MONTGOMERY COUNTY ,MD AT 7 AM ON AUGUST 14, 2007. MY GAS PEDAL BECAME STUCK AND I CRASHED INTO A TREE. MY CAR IS TOTALED AND I SUSTAINED NECK AND BACK INJURIES. *JB THE CONSUMER LEARNED THERE WAS A RECALL REGARDING THE DEFECT. UPDATED 10/09/07. *JB

10244204	LEXUS	IS300	2004	N	20081001	0	0	VEHICLE SPEED CONTROL	MADISON	AL	JTHB D192 740	58400	CAR FAILED TO STOP AT A RED LIGHT UNDER NORMAL BRAKING BECAUSE ENGINE FAILED TO DECELERATE WHEN PRESSURE WAS REMOVED FROM THE PEDAL. MAXIMUM FORCE WAS APPLIED TO THE BRAKE PEDAL. THE BRAKE ANTI LOCK FEATURE WAS ACTIVATED AND A COLLISION WITH THE STOPPED CAR AHEAD WAS BARELY AVERTED. WHEN STOPPED, THE ENGINE REVERTED TO NORMAL IDLE. THE PROBLEM DID NOT RECUR. EXAMINATION BY A MECHANIC AT THE DEALERS SHOP FAILED TO IDENTIFY A COMPUTER FAULT OR OTHER CAUSE. THE CAR WAS RETURNED WITHOUT REPAIR. I AM NOT SATISFIED THAT A STUCK THROTTLE IS NOT A REPAIRABLE OR ABNORMAL CONDITION. IT SEEMS TO ME BE HIGHLY DANGEROUS AND MERITS MORE THAN A "WELL, ITS WORKING NOW SO COME BACK WHEN IF IT HAPPENS AGAIN." SORT OF RESPONSE. *TR
10254688	LEXUS	IS250	2006	Y	20090110	0	0	VEHICLE SPEED CONTROL	AUSTIN	TX	JTHB K262 862	31200	TL*THE CONTACT OWNS A 2006 LEXUS IS250. WHILE DRIVING 50 MPH, THE VEHICLE BEGAN ACCELERATING ON ITS OWN TO 80 MPH. THE VEHICLE FAILED TO COMPLETELY SLOW DOWN WHEN THE BRAKE PEDAL WAS DEPRESSED. THE CONTACT WAS ABLE TO KEEP THE SPEED AT APPROXIMATELY 50 MPH; HOWEVER, THE VEHICLE WAS CONTINUOUSLY ACCELERATING TO HIGHER SPEEDS. SHE WAS UNABLE TO SLOW THE VEHICLE DOWN AND CRASHED INTO A CURVE. THE CONTACT NOTICED THAT THE ROTORS WERE ORANGE AND THE REAR BRAKE PADS WERE MELTED INTO THE ROTORS. THE AXLE FAILED AND FRACTURED. THE CONTACT WAS NOT INJURED. A POLICE REPORT WAS FILED AND THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER STATED THAT THEY WOULD SEND A FIELD INSPECTOR TO INSPECT THE VEHICLE. THE FAILURE AND CURRENT MILEAGES WERE 31,200.

10278006	LEXUS	IS250	2007	N	20090705	0	0	VEHICLE SPEED CONTROL	NORTH JUDSON	IN	JTHC K262 472		2007 LEXUS IS250. TRAVELING AT 55 MPH ON HWY, HIT CRUISE, CAR SUDDENLY ACCELERATED TO NEARLY 105 MPH BY ITSELF. BRAKES UNRESPONSIVE. DID NOT RESPOND TO PUTTING IN NEUTRAL. HAD TO PLACE IN PARK. LEXUS BLAMES ON FLOORMAT INTERFERENCE. DRIVER DISAGREES. CRUISE WOULD NOT TURN OFF. 911 CALLED, ADVISED TO DRIVE INTO FIELD. 2ND TIME THIS HAPPENED SINCE PURCHASING CAR IN MAR 2009. ALTHOUGH CAR UNDER WARRANTY, LEXUS REFUSES TO PAY. INSURANCE ADJUSTER SENT TO DEALERSHIP TO INSPECT. WAITING ON RESULTS. *TR CONSUMER IS ADDING PHOTOS. 7/29/09 *NJ RECEIVED PHOTE. UPDATED 08/05/09.*JB
10282360	LEXUS	IS250	2008	Y	20090807	0	0	VEHICLE SPEED CONTROL	WALTHAM	MA	JTHC K262 985	12000	I WAS PULLING INTO A PARKING SPACE WITH MY FOOT ON THE BRAKE, ALMOST TO A COMPLETE STOP WHEN THE CAR SUDDENLY ACCELERATED & I WENT UP OVER A CURB & HIT A TRANSFORMER. THE DISTANCE WAS ONLY ABOUT 8 FEET. I DO NOT KNOW HOW FAST I WAS GOING PROBABLY ABOUT 15 - 30 MPH. I MOVED THE TRANSFORMER ABOUT 3 FEET. (THE TRANSFORMER WEIGHED ABOUT 1/2 - 1 TON)9I I DO NOT KNOW HOW THE CAR ACCELERATED. *TR
10285810	LEXUS	IS250	2006	Y	20090716	0	0	VEHICLE SPEED CONTROL :ACCELERATOR PEDAL	CANTON	OH	JTHC K262 X62	35000	TL*THE CONTACT OWNS A 2006 LEXUS IS 250. WHILE DRIVING 50 MPH THE ACCELERATOR PEDAL WAS STUCK UNDER THE FLOOR MAT. AS A CONSEQUENCE, HE HAD TO SHIFT THE VEHICLE INTO PARK TO DECELERATE WHICH CAUSED A TRUCK TO CRASH INTO THE REAR OF THE VEHICLE. THE VEHICLE WAS EXTENSIVELY DAMAGED. THERE WERE NO INJURIES. AN AUTHORIZED TECHNICIAN STATED THAT THE FAILURE WAS NOT CAUSED BY A DEFECT. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 35000. UPDATED 10/13/09. *LJ UPDATED 10/14/09

APPENDIX E:
Consumer Complaints to NHTSA of Unintended Acceleration in Lexus IS Models

10284798	LEXUS	IS250	2007	N	20090807	0	0	VEHICLE SPEED CONTROL	TORRANCE	CA	JTHBK262872	26000	WIFE'S 2007 LEXUS IS 250 EXPERIENCED SUDDEN ACCELERATION ON THE NORTHBOUND 405 FREEWAY IN LONG BEACH CALIFORNIA. AFTER SHE ACCELERATED ONTO THE FREEWAY SHE ENTERED THE FAST LANE AND EASED UP ON THE GAS PEDAL BUT THE CAR CONTINUED TO ACCELERATE OUT OF CONTROL WITH HER FOOT COMPLETELY OFF THE GAS PEDAL. SHE BEGAN PRESSING ON THE BRAKE PEDAL IN AN EFFORT TO STOP THE VEHICLE, ALL THE WHILE THE CAR WAS TRYING TO ACCELERATE. LUCKILY SHE WAS ABLE TO MAINTAIN CONTROL AND MOVED OVER TO THE RIGHT LANE, THEN ONTO THE SHOULDER OF THE HIGHWAY. SHE THREW THE AUTO TRANSMISSION LEVER INTO NEUTRAL. SHE WAS THEN ABLE TO BRING THE CAR TO A STOP, EVEN WHILE THE ENGINE WAS RACING AT HIGH RPM. SHE TURNED OFF THE IGNITION AND THE ENGINE STOPPED. WE HAD THE CAR FLAT-BEDDED TO SOUTH BAY LEXUS IN TORRANCE, CALIFORNIA WHERE THEY GAVE HER A LOANER FOR THE WEEKEND AND PROMISED TO HAVE ONE OF THEIR MECHANICS DRIVE THE CAR OVER THE WEEKEND TO SEE IF THEY COULD ┐REPEAT┐ THE PROBLEM. ON MONDAY THEY CALLED ME AND TOLD ME THAT THEY COULD NOT FIND ANYTHING WRONG WITH IT, TELLING ME THAT MORE
10286330	LEXUS	IS250	2007	N	20090830	0	0	VEHICLE SPEED CONTROL	LAUREL	MD	JTHCK262472	34500	I WAS NORMALLY DRIVING ON THE ROAD AND ON GOOD WEATHER CONDITIONS. MY CAR ACCELERATOR PEDAL GOT STUCK. THE CAR ACCELERATED VERY FAST AND WAS RAPIDLY APPROACHING A RED LIGHT. I QUICKLY REACTED AND WAS ABLE TO PULL BACK THE ACCELERATOR WITH MY SHOES AND HAND. *TR
10285143	LEXUS	IS250	2007	N	20090921	0	0	VEHICLE SPEED CONTROL	MILLERS CREEK	NC	JTHCK262X75	14940	CAR SUDDENLY BEGAN ACCELERATING BY ITSELF, WOULD NOT SLOW DOWN, BRAKES WOULD NOT WORK, TACH RED-LINED, REACHED SPEED OF 110 MPH. PUSHED KILL SWITCH FOR 3 SECONDS TO CUT CAR OFF. *TR

10291091	LEXUS	IS250	2008	Y	20091031	0	0	VEHICLE SPEED CONTROL	FREEHOLD	NJ	JTHCK262085	9800	I WAS DRIVING MY WIFE'S LEXUS 2008 IS 250 OUT OF A PARKING LOT WHEN APPLYING MY FOOT ON THE BRAKE THE CAR ACCELERATED. I NOW SLAMMED MY FOOT ON THE BRAKES AND THE CAR CONTINUED TO ACCELERATE. THE ONLY THING THAT STOPPED MY CAR WAS THE CAR IN FRONT OF IT WITH VERY LITTLE DAMAGE. IF THE CAR WAS NOT IN FRONT OF ME I WAS ACCELERATING FASTER INTO ON COMING TRAFFIC. MY FLOOR MAT IS NOT ON THE FLOOR AS AFTER THE SAN DIEGO INCIDENT THAT WAS TOYOTA'S REASONING. WE WERE TOLD ROUGHLY A MONTH AND HALF AGO TO TAKE THE MAT OUT, WHICH I DID RIGHT AWAY. THEY CAN DENY IT ALL THEY WANT THIS CAR WAS ACCELERATING AND GETTING FASTER WHEN APPLYING THE BRAKE. THE POLICEMAN AT THE SCENE INSTRUCTED US TO NOT DRIVE THIS VEHICLE AND TO GET A LOANER WHICH WE DID. THE CAR WAS PICKED UP AND SENT TO LEXUS IN FREEHOLD. FIRST WE WERE TOLD NOTHING IS WRONG AND THEY TEST DROVE IT AND SUCH. THEY WERE KEEPING IT FOR 3 DAYS NOW THEY ARE TELLING US THEY ARE KEEPING IT FOR 3 WEEKS. THERE ARE REPORTS ALL OVER THE WEB ON THIS WITH OVER 2000 COMPLAINTS. IT IS OBVIOUS THERE IS A MAJOR DEFECT IN THEIR COMPUTER SYSTEM. THEY REALLY
10292577	LEXUS	IS250	2006	Y	20090922	0	0	VEHICLE SPEED CONTROL	NEWBURY PARK	CA	JTHBK262365	70000	TL*THE CONTACT OWNS A 2006 LEXUS IS250. WHILE THE CONTACT WAS APPROACHING A STOP SIGN WITH HIS FOOT ON THE BRAKE PEDAL, THE VEHICLE SUDDENLY ACCELERATED FORWARD WHICH CAUSED THE CONTACT TO REAR ENDED THE VEHICLE IN FRONT OF HIM. THE VEHICLE WAS TAKEN TO THE DEALER WHO INFORMED HIM TO REMOVE THE MATS FROM THE VEHICLE. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 70000.

10292715	LEXUS	IS	2009	N	20090910	0	0	VEHICLE SPEED CONTROL	WOODLAND HILLS	CA	JTHBK262195	900	FOUR INCIDENTS OF UNINTENDED ACCELERATION. ON FOUR OCCASIONS THE 2000 LEXUS IS250 I PURCHASED ON SEPTEMBER 3, 2009 HAD UNINTENDED ACCELERATION OF UP TO 5000 RPM.. THREE TIMES THIS OCCURRED WHEN STARTING THE CAR IN PARK; THE FOURTH TIME WAS WHEN THE CAR WAS STOPPED AND IDLING. TWICE I HAD THE DEALER, THOUSAND OAKS, CA LEXUS, EXAMINE THE PROBLEM AND WAS TOLD NO DEFECT COULD BE FOUND. ON THE FOURTH OCCURRENCE I NOTICED MY FOOT WAS ON THE EDGE OF THE BRAKE PEDAL AND DEPRESSING THE ACCELERATOR SIMULTANEOUSLY. I WEAR ONLY A SIZE 9 SHOE, HAVE BEEN A LICENSED DRIVER FOR OVER 65 YEARS AND HAVE NEVER HAD ANY EXPERIENCES SUCH AS THESE. I HAVE CONCLUDED THAT EITHER THE BRAKE AND ACCELERATOR PEDALS ARE TOO CLOSE TO EACH OTHER OR THEY HAVE BEEN POSITIONED TOO FAR TO THE LEFT, THAT IS, TOO CLOSE TO THE STEERING COLUMN CAUSING ONE'S FOOT TO BE ON THE EDGE OF THE BRAKE PEDAL. SINCE UNINTENDED ACCELERATION HAS BEEN REVEALED AS A PROBLEM WITH THE LEXUS, I SHALL APPRECIATED YOUR RESPONSE TO THE PROBLEM I HAVE DESCRIBED.*TR THANK YOU.
10292738	LEXUS	IS 300	2003	N	20090317			VEHICLE SPEED CONTROL	REDONDO BEACH	CA	JTHBD192130	18000	WAS SLOWLY PULLING INTO PARKING SPACE WHEN CAR SUDDENLY ACCELERATED FULL THROTTLE. CAR WAS CARRIED OVER PARKING BUMPER INTO BUSHES BEYOND, WITH DAMAGES TO BODY AND UNDERCARRIAGE OVER SIX THOUSAND DOLLARS. *TR

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Addendum to Safety Research & Strategies February 5, 2009 report: *Toyota Sudden Unintended Acceleration*

Exclusion of Early Camry Deaths Hamper Later Investigations

NHTSA's decision not to include any but one of the fatal crashes in its official complaints, crash, injury, and death counts in their eight Toyota SUA investigations was a critical decision with serious consequences. By not counting deaths, the SUA investigations appeared to have less urgency and intensity. The impact of omitting the most serious incidents for consideration and further review – particularly in the first two years of NHTSA investigations – has reverberated through the subsequent probes and may have affected the recall remedies and the scope of those recalls.

In the span of six months, from September 2003 to March 2004, there were eight deaths that were alleged to have resulted from sudden unintended acceleration events in 2002-2004 Camry models. All eight deaths were reported to NHTSA via Vehicle Owner's Questionnaires or Early Warning Reporting data in an eight-month-period, beginning April 9, 2004, to the close of 2004. ODI only considered including one of these suspected deaths in any of the investigations. There is no evidence in the public files that ODI further investigated any of these deaths. These fatal incidents – save one noted, but not counted in PE04021 – are not mentioned in any of ODI's Closing Resumes or *Federal Register* notices, which describe, in greater detail, the agency's investigatory steps.

The details of most, as described in the EWR data or ODI narratives, are scant, but each ODI-reported incident alleges an important fact: The vehicle raced out of control without driver input. One of these incidents, described in a Vehicle Owner's Questionnaire contained a compelling detail in an Evansville, Indiana crash:

"When coming out of a parking lot, accelerator stuck, causing the vehicle to accelerate out of control. Vehicle grazed another vehicle, went across a street, grazed a building, and drove straight into another building. Driver was conscious when paramedic arrived... The police report stated the crash was due to a mechanical defect... EMTs at the scene stated both feet were 'jammed' on the brake." [1]

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[1] ODI#10065362; April 9, 2004

Handwritten notes on the form state: Stuck Throttle. Engine surges. Toyota Rep. to inspect 5/5/04.[2]

During the six-month period in which these fatal crashes occurred, one investigation into SUA in Lexus LS and GS vehicles (DP03003) was opened and closed.[3] *An investigation specifically into Camry unintended acceleration had been considered but not opened,*[4] and based on another consumer petition,[5] a second investigation focusing on Lexus and Camrys (PE04021) was open – and still in the phase of discussing the parameters of the types of SUA incidents that would be examined.[6] According to a deposition taken in *Alberto v. Toyota*, Christopher Santucci, a former NHTSA Office of Defects Investigations (ODI) investigator and now Toyota's Assistant Manager of Technical & Regulatory Affairs, testified that Toyota and ODI had discussions about the scope of PE04021 early on,[7] prior to March 23rd, when ODI investigator Scott Yon wrote a memo, tossing out instances where the operator was applying the brakes and longer duration events.[8] *These are the scenarios that appear to cover some of these fatal incidents.*

Based on the dates they were reported, NHTSA was informed of at least six – and possibly seven – of these fatal crashes that were alleged to have been caused by unintended acceleration or related to speed control. More troubling is that these reports were received just after the agency made the decision to narrow the scope of the investigation, *but not before they closed it.*[9] [10]

Only one of these fatal incidents – in which a driver launched his Camry off a Las Vegas parking garage deck as he was slowly pulling into a space – is ever mentioned in the course of PE04-021 by the agency or Toyota.

These fatal incidents were not considered in the course of the agency's next investigation (DP05002), which was based on another consumer's petition from July 2005 alleging his 2005 Toyota Camry experienced multiple unintended acceleration events, including one that resulted in a crash. This petitioner also took pains to identify similar reported Camry incidents that NHTSA received.

There is no evidence that NHTSA did anything to investigate these fatalities further or to seriously consider them in their investigations.

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[2] ODI#10065362; April 9, 2004

[3] DP03003; Closing Resume; September 22, 2003

[4] Letter to NHTSA Kathleen DeMeter from unidentified Camry owner, ODI # 10023329; November 19, 2003.

[5] DP04-003

[6] PE04-021; Opening Resume; National Highway Traffic Safety Administration; March 5, 2004

[7] Deposition of Christopher Santucci; Pg. 283; Alberto v. Toyota; December 9, 2009

[8] Complaints Update; PE04021; Scott Yon; National Highway Traffic Safety Administration; March 23, 2004

[9] PE04021; Closing Resume; National Highway Traffic Safety Administration; July 22, 2004

[10] Table 1: Fatal Incidents Reported to NHTSA 2003-2004; Safety Research & Strategies

In DP05002, Toyota mentions a May 2004 inspection of a vehicle that experienced an SUA event.[11] The timing suggests it is the Evansville, Indiana crash in which the driver was pulled from the vehicle with both feet on the pedal. *The fact that this is a fatal incident is never mentioned, and again, it is not counted in the investigation.*

When did Toyota receive notice of these fatalities? It is clear that the automaker had direct knowledge of the Evansville, Indiana crash. Toyota is also likely to have had early direct knowledge about one that occurred on March 14, 2004 because the complainant stated they contacted the company:

> "My mother and friend started out for church, the friend had come to pick her up when the 2004 Toyota Camry with less than 3000 miles on it was having difficulty shifting into reverse, then when she shifted into drive the car accelerated uncontrollably EST speed on 80 - 92 mile a hour in less than 250 ft when the car hit a mobile home. They hit so hard it moved double wide almost a foot. Killing my mother the passenger and injury to her friend the driver. No air bag deployed and when Toyota was contacted they refused to speak to us. Attorneys have said that Toyota is so big, not cost affective....so I watch and in two years there are many many more now....how many more have to die before something is done."[12]

It is also likely that Toyota was informed of the March 15 crash that occurred in Delray Beach, FL. According to interviews with the family of the driver, Leonard Rubin, the leased vehicle was returned to the dealer after the crash; Mr. Rubin refused to drive it again. Mr. Rubin's son-in-law, Marvin Cohen, reported the incident to NHTSA, and received a return phone call from an agency representative. As he recalls it, the agency said that the evidence in this crash was inconclusive. (Mr. Rubin was never charged in the crash.)[13]

In this context, Toyota's language on June 4, in responding to PE04021, is interesting, to say the least:

"Long duration incidents involving uncontrollable acceleration when brake pedal application had no affect are not within the scope of this investigation..." "In reviewing 8013543 and 10045944, Toyota believes that if the throttle had opened, as was alleged by the complainant, and *the consumer was applying the brake pedal as stated the vehicle brakes would have restrained vehicle motion.* For this reason, we believe that these complaints are unrelated to the failure of the electronic throttle control system, and again consider them as similar to complaints referenced in other SA investigations and, per your memo, outside the scope of this investigation."[14]

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[11] DP05002; Attachment Response 3 Inspection data; Toyota Motor Corporation;

[12] ODI# 10171110;

[13] Interview with Marvin Cohen; February 16, 2010

[14] PE04021; Toyota Response; Chris Tinto; Toyota Motor Corporation; June 4, 2004

> ODI# 8013543 states: At a stop with brakes applied vehicle suddenly surged forward. Engine raced and rpm's went up to 6000. Consumer shifted to neutral to stop vehicle. Vehicle has Not been examined by dealer.*ak[15]
>
> ODI# 10045944 states: While pulling into a parking space, at 2-4 mph, with my foot on the brake, the car suddenly accelerated at full speed, jumping the curb and hitting a tree with full force. Because of previous concerns with throttle problems noted with the dealership at 1000 and 5000 mile check, I immediately called the Lexus dealership. After a conference call with Lexus roadside assistance and the dealership, my car. Was flat bedded to the dealership. The frontal crash rendered the vehicle undrivable. Radiator damage with leakage of fluid covered a portion of the parking lot. The Lexus dealership said they was no problem with the car. I could have been killed or somebody else live could have been in danger... On the night of the accident I learned by reviewing complaints from the Office of Defect Investigations on the NHTSA web site that the problems have been known by the corporate office of Lexus from as early as January, 2002 in regards to all of the above problems. I also found out there have been two recalls on this vehicle that I was not informed about. I will be requesting an investigation with the Lexus east regional office and discussing this with the Rockville Lexus office. I believe that this car is unsafe to drive." [16]

Why are they talking about these complaints, but not fatalities, in which there was clear evidence that the driver was trying to brake the vehicle before the crash?

These deaths and injuries indicate that Toyota had ample notice of a growing problem – in the form of eight deaths in six months – all of which were reported to NHTSA, and in the public domain, by the end of 2004. It also shows that Toyota knew that in a real-world uncontrolled acceleration event, the brakes were not overcoming a fully open throttle as reported by owners – with the most serious consequences – and yet the company continued to insist that the brakes would always work.

It is always easier to examine these issues in hindsight; however, these deaths occurred so closely together, with similar circumstances and in the same vehicle model. How could this not have gotten Toyota's and the agency's attention at the same time they were investigating unintended acceleration in these vehicles? The decision, early on, to exclude these deaths in 2002-2004 Camrys from the count, grows ever more significant with each subsequent defect petition and each investigation closing that with no finding.

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[15] ODI# 8013543

[16] ODI# 10045944

Table 1. September 2003-March 2004 Toyota Camry Fatal Incidents Alleging Unintended Acceleration

Date of Incident	ODI Number	Model	MY	Injury	Deaths	Incident Location	Date Received by NHTSA	Incident Description
20030904	10072605	CAMRY	2002	1	1	Wilmington, MA	20040514	Maria Cafua was entering I-93 at exit 39 at 5:30 in the morning when her car suddenly shot across three lanes of travel and was hit, broad side, by another vehicle traveling in the high speed (3rd) lane. Traffic at the time of the accident was light. It is believed that the Camry experienced an un-commanded acceleration causing Mrs. Cafua to lose control resulting in the accident and her death. The Camry has been stored since the accident and no changes have been made to its post accident condition. Vehicle is available for inspection /testing by NHTSA. *AK
20040122	10065859	CAMRY	2002	0	2	Las Vegas, NV	20040409	Witnesses saw my parents vehicle (a 2002 Toyota Camry) coming to a stop and then suddenly accelerate.*ak According to news reports, George and Maureen Yago drove off the fourth floor of a parking deck, while slowly heading into a parking space.
20040314	10171110	CAMRY	2004	2	1	Phoenix OR	20040529	My mother and friend started out for church, the friend had come to pick her up when the 2004 Toyota Camry with less than 3000 miles on it was having difficulty shifting into reverse. then when she shifted into drive the car accelerated uncontrollably est speed on 80 - 92 mile a hour in less than 250 ft when the car hit a mobile home. They hit so hard it moved double wide almost a foot. Killing my mother the passenger and injury to her friend the driver. No air bag deployed and when Toyota was contacted they refused to speck to us. Attorneys have said that Toyota is so big, not cost affective....so i watch and in two years there are many many more now....how many more have to die before something is done. See also 10074472. *dsy *nm; 'difficulty shifting from park to reverse, then upon shifting into drive the car accelerated uncontrollably, would not stop, collided with a mobile home, air bags did not deploy, resulting in the death of one passenger and injury of driver *la Fatal victim: Ethyl Marlene Foster.
20040315	10094578	CAMRY	2003	1	1	Delray, FL	20041215	While in a parking lot and backing out of a parking space vehicle accelerated, hitting a pedestrian. *ak Leonard Rubin incident. Blossom Malick fatal victim.
20040316	10065362	CAMRY	2003	0	1	Evansville, IN	20040429	When coming out of a parking lot accelerator stuck, causing the vehicle to accelerate out of control. Vehicle grazed another vehicle, went across a street, grazed a building, and drove straight into another building. Driver was conscious when paramedic arrived. They found the driver with both feet still on the brake pedal. Driver was transported to the hospital, and later died due to fatal injuries from the crash. The insurance company preserved the vehicle as evidence. The police report stated the crash was due to a mechanical defect. *AK *nm Juanita Grossman crash.
20040316	EWR	CAMRY	2003	0	1	South Attleboro, MA	20040800 (approximate)	According to a news account, 83-year-old man collapses and dies of a heart attack *after* crash. This report is found in Toyota's EWR 2004 second quarter report to NHTSA in which the company coded this incident as "speed control" related. Matthew Rarus crash
20040514	10073168	CAMRY	2002	1	1	Honolulu, HI	20040526	A Toyota Camry 2002 driven by a 68 year old lady was parked, and then crashed into a storefront after going forward. Backed into traffic 40 feet away, struck vehicles, and went forward again killing pedestrian as well. Case under investigation. Recent accident. Previous reports of sudden acceleration. All Camrys should be recalled before more loss of life. Possible power train/automatic transmission problems."

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FIELD TECHNICAL REPORT

Toyota (GB) PLC

(Approved)

FTR No.	Country, Region, Territory	Created by	Issue Date
2009/062/GB	U.K.	John Stergiou	2009/02/13
Model	Model Code	Year Model	Priority
AYGO - TPCA	KGB10R-AHGGKW	2005	A
VIN/Frame No.	Engine No.	Mileage	Number of Cases
JTDKG18CX0N069323	5205543	38050Km	38
Component Code	Component		Production
K33	Accelerator - Accelerator Pedal		09/05/2006
Original failed parts No.	Correction Parts No.	Status of original failed parts	Main Responsibility
78110-0H020	78110-0H020	Shipped to TME via SWIFT	TMC
TMME/TMC Receiving Date	Delivery Date	Repair Date	First Complaint Date
2009/02/13	2006/07/12	2009/02/04	2009/02/03

Subject

Aygo KGB10 w/ M-MT - Alleged Accelerator Pedal sticking - 2nd Report

Introduction

This is a follow-up report further to our previous FTR No 2008/026/GB.

TGB are continuing to receive Dealer reports as well as Warranty Claims related to accelerator pedal sticking on Aygo KGB 10 with the M-MT transmission system.

TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

This brings the number of reported cases in this FTR to 38 and the total number of cases to 40.

Symptom/Condition

Customer complaint

The owner of the headline vehicle complained of *'having to lift the throttle pedal with his foot due to it sticking down while driving'*. The customer also complained of *'a hot burning smell from car'*.

The customer stated that the symptom is intermittent but becoming more frequent, and that it usually occurs on light throttle when in either 3rd or 4th gear (NOTE: The headline vehicle is an M-MT).

The customer has stated that *'his girlfriend no longer drives the car after nearly having an accident because the car carried on accelerating'*.

The customer suspects the burning smell is from the brakes overheating due to the throttle still being applied when braking.

AR²/ NMSC Investigation

The AR² Technician road tested the headline vehicle with the customer.

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ver, when road testing the car with customer the AR² technician was unable to recreate the reported symptom.

Note: The AR² technician reported that the headline vehicle was equipped with Genuine TOYOTA Carpet mats which were correctly/securely fitted.

The AR² technician stated that upon inspection of VIN JTDKG18C70N140302 found that the Accelerator pedal was *'notchy in operation and clicking when pressed'.*

Usage conditions

The headline vehicle is a privately owned vehicle.

The area in which the vehicle is used:

Motorway 0%

Highway 10%

Country Roads 20%

Town/City 70%

Motorway = 2,3,4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +

Highway = 1,2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h

Country Roads = Single lane roads with maximum speed limit 80 Km/h - Speed achieved by Drivers 50 - 100 km/h

Town/City = 1,2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h

Environmental conditions

TGB believe that the environmental conditions do not have any effect on this issue.

Maintenance History

The 10,000mile/1-year Service was carried out on 07/07/2007. The vehicle's mileage at that point was 15,917 kms.

The 20,000mile/2-year Service was carried out on 01/08/2008. The vehicle's mileage at that point was 32,030 kms.

5-Point Evaluation rating

TGB's evaluation rating for the reported symptom is 2.0-, because in the eyes of the customer it could be a potentially safety related issue.

Correction

Repair

The TSR technician replaced the Accelerator Pedal on the headline vehicle in order to recover it to TME and have it inspected.

Repair History

N/A

Measurement Results

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Parts

The replaced part from the headline vehicle has been recovered to TME through the SWIFT recovery program.

The replaced part from VIN JTDKG18C70N140302 has also been recovered to TME through the SWIFT recovery program.

Probable Cause

TGB would respectfully suggest that the reported symptom is a result of an incorrectly manufactured 'Pedal assy, Accelerator' (Part Number 78110-0H020).

Result

Repair result

The TSR technician has road tested the headline vehicle after the replacement of the Accelerator Pedal and confirmed that the reported symptom was not present. The headline vehicle was returned to the customer.

Customer reflection

The owner of the headline vehicle was happy with the way the TSR Dealer handled his complaint.

Comments

General

TGB are concerned with the occurrence of the reported issue because in the eyes of the customer it could be a potentially safety related issue.

TGB will continue monitoring the situation and report any further cases accordingly by Follow-up FTR.

Warranty/ parts sales data

TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

Other Affected Vehicles (Model Code, VIN/Frame No., km)

Please see attached file 'Warranty data FTR 2009_062_GB.xls'.

Request

TGB would respectfully request that TMC/TME/TPCA:

1. Inspect the returned parts,
2. Identify the root cause of the condition,

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oduce relevant production improvement,

4. Advise TGB of investigation/production improvement results via T.I. or TSB.

Attachment (Illustration,Photo,Chart,etc.)

General

TGB are concerned with the occurrence of the reported issue because in the eyes of the customer it could be a potentially safety related issue.

TGB will continue monitoring the situation and report any further cases accordingly by Follow-up FTR.

Warranty/ parts sales data

TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

Warranty data FTR 2009_062_GB.xls	種類: application/msexcel 名前: Warranty data FTR 2009_062_GB.xls

▼ **Other Affected Vehicles (Model Code, VIN/Frame No., km)**

▶ **Information Public Area**

▶ **Approval Persons**

SECRET 秘 : Aygo KGB10 w/ M-MT - Alleged Accelerator Pedal sticking - 2nd Report

課 題 : Aygo KGB10 w/M-MT(主張されたアクセルペダル固着) 第2報

Intro : This is a follow-up report further to our previous FTR No 2008/026/GB.

TGB are continuing to receive Dealer reports as well as Warranty Claims related to accelerator pedal sticking on Aygo KGB 10 with the M-MT transmission system.

TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

This brings the number of reported cases in this FTR to 38 and the total number of cases to 40.

概 要 : これは、私たちの前のFTRにさらにフォローアップ報告です‥‥ない‥‥2008/026/GB。

TGB‥‥M-MTトランスミッション・システムを持ったAygo国家保安委員会10のアクセルペダル固着と関係する保証請求と同様にディーラー報告も受け取り続けています。

TGB‥‥17/01/2008(最後のFTRサブミッションの日付)から品番78110の0H020(ペダルASSY、促進剤)の上の保証探索を現在まで行なっており、CCR(状態、もたらす、救済)によって同じ報告された症状のさらに37の保証請求を識別することができた。

これは、38までこのFTRの中の報告された場合の数、および40まで場合の合計をもたらします。

Condition : Customer complaint

The owner of the headline vehicle complained of 'having to lift the throttle pedal with his foot due to it sticking down while driving'. The customer also complained of 'a hot burning smell from car'.

The customer stated that the symptom is intermittent but becoming more frequent, and that it usually occurs on light throttle when in either 3rd or 4th gear (NOTE: The headline vehicle is an M-MT).

The customer has stated that 'his girlfriend no longer drives the car after nearly having an accident because the car carried on accelerating'.

The customer suspects the burning smell is from the brakes overheating due to the throttle still being applied when braking.

AR2/ NNSC Investigation

The AR2 Technician road tested the headline vehicle with the customer.

However, when road testing the car with customer the AR2 technician was unable to recreate the reported symptom.

Note: The AR2 technician reported that the headline vehicle was equipped with Genuine TOYOTA Carpet mats which were correctly/securely fitted.

The AR2 technician stated that upon inspection of VIN JTDKG18C70N140302 found that the Accelerator pedal was 'notchy in operation and clicking when pressed'.

Usage conditions

The headline vehicle is a privately owned vehicle.

The area in which the vehicle is used:

Motorway .... -0%
Highway -...........-c........ 10%
Country Roads -...-c....... 20%
Town/City -.......-c.......... 70%
Motorway = 2,3,4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +
Highway = 1,2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h
Country Roads = Single lane roads with maximum speed limit 80 Km/h - Speed achieved by Drivers 50 - 100 km/h
Town/City = 1,2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h

Environmental conditions

TGB believe that the environmental conditions do

状 況 : お客様苦情

ヘッドライン乗り物の所有者は苦情を言いました‥‥の「それにより協力に対して彼の足を備えたスロットル・ペダルを持っていること‥‥走行中を下った固着。」

お客様は、さらに「自動車からの熱い燃えている匂い」を訴えました。

お客様は、症状が断続的であるがより頻繁になっている、が第3あるいは第4ののいずれかギヤ(注: ヘッドライン乗り物はM-MTです。)中にいる場合それが通常ライト・スロットルに生じる、と述べました。

お客様は持っています‥‥次のことを述べた「彼のガールフレンド‥‥もはやないドライブ‥‥自動車が加速し続けたので、ほとんど事故にあった後の自動車。」

お客様は、燃えている匂いが、ブレーキをかける場合にまだ応用のスロットルにより過熱するブレーキからであるのではないかと疑問に思います。

AR2/NMSC調査

AR2テクニシャン達はお客様とヘッドライン乗り物をテストしました。

しかしながら、いつ‥‥AR2テクニシャンが元あったお客様と自動車をテストする道‥‥報告された症状を休養させるのにできない

AR2テクニシャンが報告した注釈:ヘッドライン乗り物は、正確にあった純粋のTOYOTAカーペット・マットを装備していました/安全に適合されました。

AR2テクニシャンは、アクセルペダルが「作動および押された時クリックすること中のnotchy」であることをVIN JTDKG18

<Continues>

C70N140302の点検上のそれが知ると述べました。
使用法の状態
ヘッドライン乗り物は私有の乗り物です。
乗り物が使用されるエリア:
高速道路......................。
-0%
Highway—...........-c。........
10%
カントリー道-...-c。.......
20%
町/都市—.......-c。..........
70%
高速道路=2(ドライバー140km/hの+によって達成されたスピード)、3、全国最高制限速度112km/hを備えた4本のレーン道
Highway····1、全国最高制限速度112km/h(ドライバー40によって達成されたスピード)を備えた2本のレーン道····130km/h
最大の最高制限速度80km/h(ドライバー50によって達成されたスピード)を備えたカントリー道=シングル・レーン道 100km/h
町/シティー=1、全国最高制限速度32—48km/hを備えた2本のレーン道(ドライバー30—60km/hによって達成されたスピード)
環境上の状態
TGB····環境上の状態が行うと信じる。

Correction :
Repair
The TSR technician replaced the Accelerator Pedal on the headline vehicle in order to recover it to TME and have it inspected.
Repair History
N/A
Measurement Results
N/A.
Parts
The replaced part from the headline vehicle has been recovered to TME through the SWIFT recovery program.
The replaced part from VIN JTDKG18C70N140302 has also been recovered to TME through the SWIFT recovery program.

修理内容 :
修理
TSRテクニシャンは、TMEにそれを回復し、かつそれを検査するためにヘッドライン乗り物の上のアクセルペダルを交換しました。
修理歴
N/A
測定結果
N/A。
部品
ヘッドライン乗り物からの交換された部分は、SWIFT回収プログラムによってTMEに回復されました。
VIN JTDKG18C70N140302からの交換された部分も、SWIFT回収プログラムによってTMEに回復されました。

Cause :
TGB would respectfully suggest that the reported symptom is a result of an incorrectly manufactured 'Pedal assy, Accelerator' (Part Number 78110-0H020).

原　因 :
TGBは、報告された症状が結果であると丁重に示唆するでしょう····1つの····不正確に製造された「ペダルASSY、促進剤」(品番78110の0H020)。

Result :
Repair result
The TSR technician has road tested the headline vehicle after the replacement of the Accelerator Pedal and confirmed that the reported symptom was not present. The headline vehicle was returned to the customer.
Customer reflection
The owner of the headline vehicle was happy with the way the TSR Dealer handled his complaint.

結　果 :
修理結果
TSRテクニシャンはロードテストを持っています····アクセルペダルの交換の後のヘッドライン乗り物····また報告された症状が現在ではないことを確認しました。
ヘッドライン乗り物はお客様に返されました。
お客様リフレクション
ヘッドライン乗り物の所有者は、TSRディーラーが彼の苦情を扱った方法に満足していました。

Comments :
General
TGB are concerned with the occurrence of the reported issue because in the eyes of the customer it could be a potentially safety related issue.
TGB will continue monitoring the situation and report any further cases accordingly by Follow-up FTR.

<Continues>

SECRET 秘

s : Warranty/ parts sales data
TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom

コメント : 一般
TGB····お客様の目では、それがそうでありうるので、報告された問題の発生に関係がある····1つの····潜在的に、セーフティーは問題を関連づけました。
TGBは状況をモニターし続け、フォローアップFTRによってそれ以上の事例を従って報告するでしょう。
保証/部品販売データ
TGB····17/01/2008(最後のFTRサブミッションの日付)から品番78110の0H020(ペダルASSY、促進剤)の上の保証探索を現在まで行なっており、CCR(状態、もたらす、救済)によって同じ報告された症状のさらに37の保証請求を識別することができた。

other_Veh. : Please see attached file 'Warranty data FTR 2009_062_GB.xls'.
他車両 : 添付ファイル「保証データFTR 2009_062_GB.xls」を参照してください。

Request : TGB would respectfully request that TMC/TME/TPCA:
1. Inspect the returned parts,
2. Identify the root cause of the condition,
3. Introduce relevant production improvement,
4. Advise TGB of investigation/production improvement results via T.I. or TSB.

要望事項 : TGBは丁重に次のことを要求するでしょう····TMC/TME/TPCA:
1. 返された部品を検査します、
2. 状態の真の原因を識別します、
3. 適切な号口改良を導入します、
4. T.I.またはTSBによって調査/号口改良結果のTGBに助言してください。

SECRET
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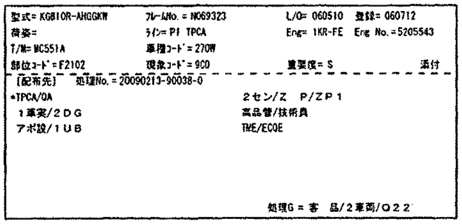
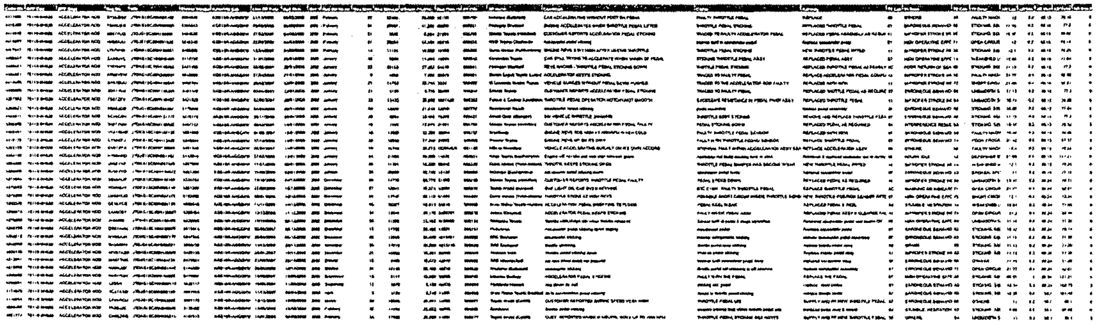


型式= KGB10R-AHGGKW　フレームNo. = N069323　L/O= 060510　登録= 060712
荷姿=　ライン= P1 TPCA　Eng= 1KR-FE　Eng No.=5205543
T/M= MC551A　車種コード=270W
部位コード=F2102　現象コード=9C0　重要度= S　添付

[配布先]　処理No.=20090213-90038-0
*TPCA/QA　２セン/Z　P/ZP１
１車実/２DG　高品管/技術員
アボ設/１UB　TME/ECQE

処理G = 客　品/２車両/O２２



SECRET 秘 2DB0944

FIELD TECHNICAL REPORT

Toyota (GB) PLC

(Approved)

FTR No.	Country, Region, Territory	Created by	Issue Date
2009/062/GB	U.K.	John Stergiou	2009/02/13
Model	Model Code	Year Model	Priority
AYGO - TPCA	KGB10R-AHGGKW	2005	A
VIN/Frame No.	Engine No.	Mileage	Number of Cases
JTDKG18CX0N069323	5205543	38050Km	38
Component Code	Component		Production
K33	Accelerator - Accelerator Pedal		09/05/2006
Original failed parts No.	Correction Parts No.	Status of original failed parts	Main Responsibility
78110-0H020	78110-0H020	Shipped to TME via SWIFT	TMC
TMME/TMC Receiving Date	Delivery Date	Repair Date	First Complaint Date
2009/02/13	2006/07/12	2009/02/04	2009/02/03

Subject

Aygo KGB10 w/ M-MT - Alleged Accelerator Pedal sticking - 2nd Report

Introduction

This is a follow-up report further to our previous FTR No 2008/026/GB.

TGB are continuing to receive Dealer reports as well as Warranty Claims related to accelerator pedal sticking on Aygo KGB 10 with the M-MT transmission system.

TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

This brings the number of reported cases in this FTR to 38 and the total number of cases to 40.

Symptom/Condition

Customer complaint

The owner of the headline vehicle complained of *'having to lift the throttle pedal with his foot due to it sticking down while driving'*. The customer also complained of *'a hot burning smell from car'*.

The customer stated that the symptom is intermittent but becoming more frequent, and that it usually occurs on light throttle when in either 3rd or 4th gear (NOTE: The headline vehicle is an M-MT).

The customer has stated that *'his girlfriend no longer drives the car after nearly having an accident because the car carried on accelerating'*.

The customer suspects the burning smell is from the brakes overheating due to the throttle still being applied when braking.

AR²/ NMSC Investigation

The AR² Technician road tested the headline vehicle with the customer.

SECRET 秘

ver, when road testing the car with customer the AR² technician was unable to recreate the reported symptom.

Note: The AR² technician reported that the headline vehicle was equipped with Genuine TOYOTA Carpet mats which were correctly/securely fitted.

The AR² technician stated that upon inspection of VIN JTDKG18C70N140302 found that the Accelerator pedal was *'notchy in operation and clicking when pressed'*.

Usage conditions

The headline vehicle is a privately owned vehicle.

The area in which the vehicle is used:

Motorway 0%

Highway 10%

Country Roads 20%

Town/City 70%

Motorway = 2,3,4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +

Highway = 1,2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h

Country Roads = Single lane roads with maximum speed limit 80 Km/h - Speed achieved by Drivers 50 - 100 km/h

Town/City = 1,2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h

Environmental conditions

TGB believe that the environmental conditions do not have any effect on this issue.

Maintenance History

The 10,000mile/1-year Service was carried out on 07/07/2007. The vehicle's mileage at that point was 15,917 kms.

The 20,000mile/2-year Service was carried out on 01/08/2008. The vehicle's mileage at that point was 32,030 kms.

5-Point Evaluation rating

TGB's evaluation rating for the reported symptom is 2.0-, because in the eyes of the customer it could be a potentially safety related issue.

Correction

Repair

The TSR technician replaced the Accelerator Pedal on the headline vehicle in order to recover it to TME and have it inspected.

Repair History

N/A

Measurement Results

SECRET
秘

Parts

The replaced part from the headline vehicle has been recovered to TME through the SWIFT recovery program.

The replaced part from VIN JTDKG18C70N140302 has also been recovered to TME through the SWIFT recovery program.

Probable Cause

TGB would respectfully suggest that the reported symptom is a result of an incorrectly manufactured 'Pedal assy, Accelerator' (Part Number 78110-0H020).

Result

Repair result

The TSR technician has road tested the headline vehicle after the replacement of the Accelerator Pedal and confirmed that the reported symptom was not present. The headline vehicle was returned to the customer.

Customer reflection

The owner of the headline vehicle was happy with the way the TSR Dealer handled his complaint.

Comments

General

TGB are concerned with the occurrence of the reported issue because in the eyes of the customer it could be a potentially safety related issue.

TGB will continue monitoring the situation and report any further cases accordingly by Follow-up FTR.

Warranty/ parts sales data

TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy, Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

Other Affected Vehicles (Model Code, VIN/Frame No., km)

Please see attached file 'Warranty data FTR 2009_062_GB.xls'.

Request

TGB would respectfully request that TMC/TME/TPCA:

1. Inspect the returned parts,

2. Identify the root cause of the condition,

SECRET 秘

oduce relevant production improvement,

4. Advise TGB of investigation/production improvement results via T.I. or TSB.

Attachment (Illustration,Photo,Chart,etc.)

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Warranty data FTR 2009_062_GB.xls	種類: application/msexcel 名前: Warranty data FTR 2009_062_GB.xls

Other Affected Vehicles (Model Code, VIN/Frame No., km)

Information Public Area

Approval Persons

SECRET 秘 : Aygo KGB10 w/ M-MT - Alleged Accelerator Pedal sticking - 2nd Report

標 題 : Aygo KGB10 w/M-MT(主張されたアクセルペダル固着) 第2報

Intro : This is a follow-up report further to our previous FTR No 2008/026/GB.
TGB are continuing to receive Dealer reports as well as Warranty Claims related to accelerator pedal sticking on Aygo KGB 10 with the M-MT transmission system.
TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy. Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition. Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.
This brings the number of reported cases in this FTR to 38 and the total number of cases to 40.

概 要 : これは、私たちの前のFTRにさらにフォローアップ報告です····ない····2008/026/GB。
TGB····M-MTトランスミッション・システムを持ったAygo国家保安委員会10のアクセルペダル固着と関係する保証請求と同様にディーラー報告も受け取り続けています。
TGB····17/01/2008(最後のFTRサブミッションの日付)から品番78110の0H020(ペダルASSY、促進剤)の上の保証探索を現在まで行なっており、CCR(状態、もたらす、救済)によって同じ報告された症状のさらに37の保証請求を識別することができた。
これは、38までこのFTRの中の報告された場合の数、および40まで場合の合計をもたらします。

Condition : Customer complaint
The owner of the headline vehicle complained of 'having to lift the throttle pedal with his foot due to it sticking down while driving'. The customer also complained of 'a hot burning smell from car'.
The customer stated that the symptom is intermittent but becoming more frequent, and that it usually occurs on light throttle when in either 3rd or 4th gear (NOTE: The headline vehicle is an M-MT).
The customer has stated that 'his girlfriend no longer drives the car after nearly having an accident because the car carried on accelerating'.
The customer suspects the burning smell is from the brakes overheating due to the throttle still being applied when braking.
AR2/ NMSC Investigation
The AR2 Technician road tested the headline vehicle with the customer.
However, when road testing the car with customer the AR2 technician was unable to recreate the reported symptom.
Note: The AR2 technician reported that the headline vehicle was equipped with Genuine TOYOTA Carpet mats which were correctly/securely fitted.
The AR2 technician stated that upon inspection of VIN JTDKG18C70N140302 found that the Accelerator pedal was 'notchy in operation and clicking when pressed'.
Usage conditions
The headline vehicle is a privately owned vehicle.
The area in which the vehicle is used:
Motorway .... -0%
Highway -...........-c........ 10%
Country Roads -...-c....... 20%
Town/City -.......-c.......... 70%
Motorway = 2,3,4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +
Highway = 1,2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h
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Town/City = 1,2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h
Environmental conditions
TGB believe that the environmental conditions do

状 況 : お客様苦情
ヘッドライン乗り物の所有者は苦情を言いました····の『それにより掲力に対して彼の足を備えたスロットル・ペダルを持っていること····走行中を下った固着。』
お客様は、さらに「自動車からの熱い燃えている匂い」を訴えました。
お客様は、症状が断続的であるがより頻繁になっている、が第3あるいは第4ののいずれかギヤ(注: ヘッドライン乗り物はM-MTです。)中にいる場合それが通常ライト・スロットルに生じる、と述べました。
お客様は持っています····次のことを述べた「彼のガールフレンド····もはやないドライブ····自動車が加速し続けたので、ほとんど事故にあった後の自動車。」
お客様は、燃えている匂いが、ブレーキをかける場合にまだ応用のスロットルにより過熱するブレーキからであるのではないかと疑問に思います。
AR2/NMSC調査
AR2テクニシャン道はお客様とヘッドライン乗り物をテストしました。
しかしながら、いつ····AR2テクニシャンが元あったお客様と自動車をテストする道····報告された症状を休養させるのにできない
AR2テクニシャンが報告した注釈:ヘッドライン乗り物は、正確にあった純粋のTOYOTAカーペット・マットを装備していました/安全に適合されました。
AR2テクニシャンは、アクセルペダルが「作動および押された時クリックすること中のnotchy」であることをVIN JTDKG18

<Continues>

SECRET 秘

C70N140302の点検上のそれが知ると述べました。
使用法の状態
ヘッドライン乗り物は私有の乗り物です。
乗り物が使用されるエリア:
高速道路.......................。
-0%
Highway—...........-c。........
10%
カントリー道-...-c。.......
20%
町/都市—.......-c。..........
70%
高速道路=2(ドライバー140km/hの+によって達成されたスピード)、3、全国最高制限速度112km/hを備えた4本のレーン道
Highway····1、全国最高制限速度112km/h(ドライバー40によって達成されたスピード)を備えた2本のレーン道····130km/h
最大の最高制限速度80km/h(ドライバー50によって達成されたスピード)を備えたカントリー道=シングル・レーン道 100km/h
町/シティー=1、全国最高制限速度32—48km/hを備えた2本のレーン道(ドライバー30—60km/hによって達成されたスピード)
環境上の状態
TGB····環境上の状態が行うと信じる。

Correction : Repair
The TSR technician replaced the Accelerator Pedal on the headline vehicle in order to recover it to TME and have it Inspected.
Repair History
N/A
Measurement Results
N/A.
Parts
The replaced part from the headline vehicle has been recovered to TME through the SWIFT recovery program.
The replaced part from VIN JTDKG18C70N140302 has also been recovered to TME through the SWIFT recovery program.

修理内容 : 修理
TSRテクニシャンは、TMEにそれを回復し、かつそれを検査するためにヘッドライン乗り物の上のアクセルペダルを交換しました。
修理歴
N/A
測定結果
N/A。
部品
ヘッドライン乗り物からの交換された部分は、SWIFT回収プログラムによってTMEに回復されました。
VIN JTDKG18C70N140302からの交換された部分も、SWIFT回収プログラムによってTMEに回復されました。

Cause : TGB would respectfully suggest that the reported symptom is a result of an incorrectly manufactured 'Pedal assy, Accelerator' (Part Number 78110-0H020).

原　因 : TGBは、報告された症状が結果であると丁重に示唆するでしょう····1つの····不正確に製造された「ペダルASSY、促進剤」(品番78110の0H020)。

Result : Repair result
The TSR technician has road tested the headline vehicle after the replacement of the Accelerator Pedal and confirmed that the reported symptom was not present. The headline vehicle was returned to the customer.
Customer reflection
The owner of the headline vehicle was happy with the way the TSR Dealer handled his complaint.

結　果 : 修理結果
TSRテクニシャンはロードテストを持っています····アクセルペダルの交換の後のヘッドライン乗り物····また報告された症状が現在ではないことを確認しました。
ヘッドライン乗り物はお客様に返されました。
お客様リフレクション
ヘッドライン乗り物の所有者は、TSRディーラーが彼の苦情を扱った方法に満足していました。

Comments : General
TGB are concerned with the occurrence of the reported issue because in the eyes of the customer it could be a potentially safety related issue.
TGB will continue monitoring the situation and report any further cases accordingly by Follow-up FTR.

<Continues>

SECRET
秘

s : Warranty/ parts sales data
TGB have carried out a warranty search on Part Number 78110-0H020 (Pedal assy. Accelerator) from 17/01/2008 (date of last FTR submission) to date and by CCR (Condition, Cause, Remedy) were able to identify additional 37 warranty claims of the same reported symptom.

コメント : 一般
TGB‥‥お客様の目では、それがそうでありうるので、報告された問題の発生に関係がある‥‥1つの‥‥潜在的に、セーフティーは問題を関連づけました。
TGBは状況をモニターし続け、フォローアップFTRによってそれ以上の事例を従って報告するでしょう。
保証/部品販売データ
TGB‥‥17/01/2008(最後のFTRサブミッションの日付)から品番78110の0H020(ペダルASSY、促進剤)の上の保証探索を現在まで行なっており、CCR(状態、もたらす、救済)によって同じ報告された症状のさらに37の保証請求を識別することができた。

other_Veh. : Please see attached file 'Warranty data FTR 2009_062_GB.xls'.
他車両 : 添付ファイル『保証データFTR 2009_062_GB.xls』を参照してください。

Request : TGB would respectfully request that TMC/TME/TPCA:
1. Inspect the returned parts,
2. Identify the root cause of the condition,
3. Introduce relevant production improvement,
4. Advise TGB of investigation/production improvement results via T.I. or TSB.

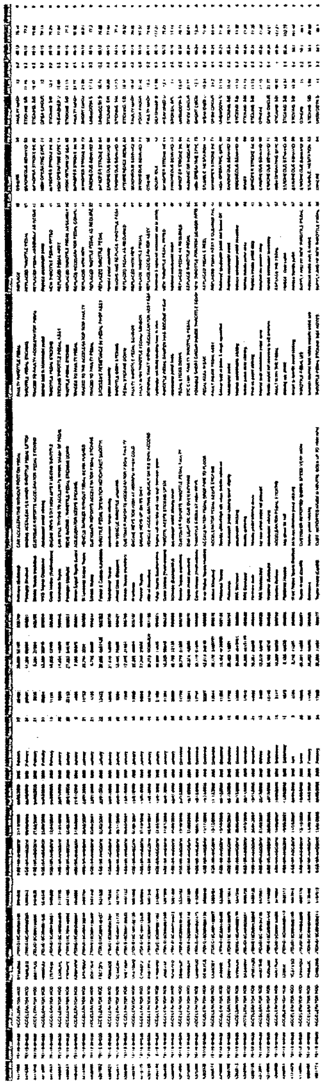
要望事項 : TGBは丁重に次のことを要求するでしょう‥‥TMC/TME/TPCA:
1. 返された部品を検査します、
2. 状態の真の原因を識別します、
3. 適切な号口改良を導入します、
4. T.I.またはTSBによって調査/号口改良結果のTGBに助言してください。

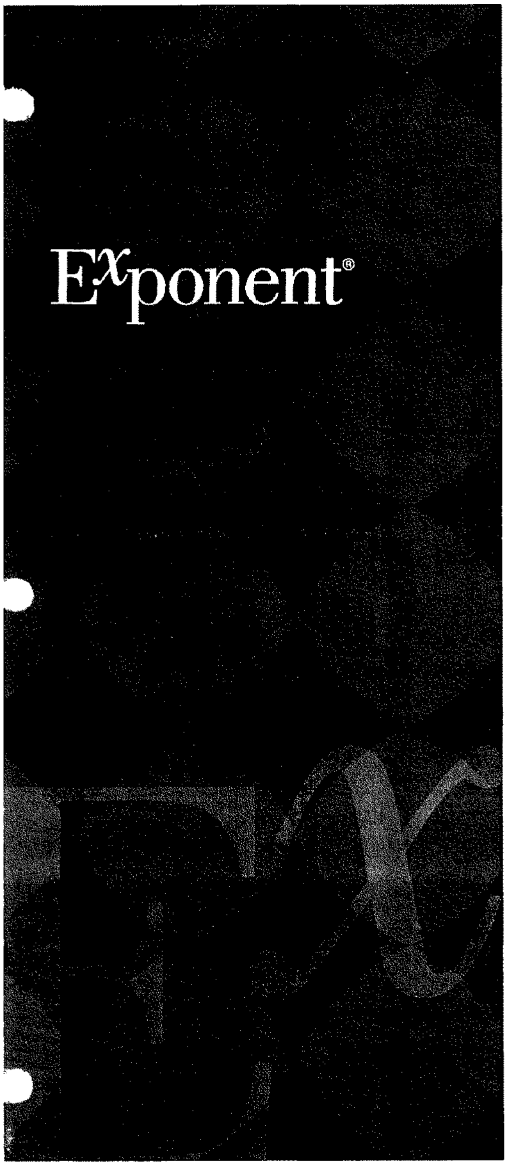
SECRET
秘

型式= KGB10R-AHGGKW　ﾌﾚｰﾑNo. = N069323　L/O= 060510　登録= 060712
荷姿=　ﾗｲﾝ= P1 TPCA　Eng= 1KR-FE　Eng No. =5205543
T/M= MC551A　車種ｺｰﾄﾞ= 270W
部位ｺｰﾄﾞ= F2102　現象ｺｰﾄﾞ= 9C0　重要度= S　添付

［配布先］　処理No. = 20090213-90038-0
*TPCA/QA　２セン/Ｚ　Ｐ/ＺＰ１
１車実/２ＤＧ　高品管/技術員
アポ設/１Ｕ８　TME/ECQE

処理G = 客　品/２車両/Ｑ２２





Testing and Analysis of Toyota and Lexus Vehicles and Components for Concerns Related to Unintended Acceleration

Exponent

Testing and Analysis of Toyota and Lexus Vehicles and Components for Concerns Related to Unintended Acceleration

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February 2010

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February 4, 2010

Acronyms and Abbreviations

CEL	check engine light
DTC	diagnostic trouble code
ECM	engine control module
ECU	electronic control unit
ETCS-i	Electronic Throttle Control System With Intelligence
TMC	Toyota Motor Corporation
VIN	vehicle identification number

Executive Summary

Exponent was retained in December 2009 to assist Toyota Motor Corporation (TMC) in its efforts to understand customer reports and claims of unintended acceleration in vehicles using their ETCS-i (Electronic Throttle Control System-intelligent) system. TMC did not limit the scope or budget of Exponent's investigation. This report summarizes some of the testing that has been performed. Exponent's testing and analysis is ongoing.

Exponent obtained six Toyota and Lexus vehicles containing various versions of the ETCS-i system, and one Honda vehicle to use as a peer comparison. Exponent selected and purchased these vehicles on the open market based on our evaluations of the rates of reported claims of unintended acceleration calculated from analyses of the NHTSA complaint database. Exponent also obtained more than 100 new and used ETCS-i and pre-ETCS-i components (throttle bodies, accelerator pedals, engine control modules [ECMs]), as well as similar components used by other vehicle manufacturers.

Exponent initiated an independent evaluation of the performance of the vehicles and the individual components under a variety of normal and abnormal conditions. The evaluation was performed by a team that included both engineers and technicians with specialized knowledge in mechanical, electrical, and automotive engineering. The evaluation included: a) measuring characteristics of individual components, b) characterization of the sensitivity of the system to aberrations and noise imposed on individual components, c) driving tests with anomalies imposed on the ETCS-i system, d) comparisons of actual performance to performance as published in service manuals and guides, e) comparisons of different generations and manufacturers of Toyota and Lexus parts, and f) comparisons of competitive manufacturers' parts with those used in Toyota and Lexus vehicles.

Throughout the evaluation and testing conducted to date, the ETCS-i components and whole vehicles behaved in a manner consistent with published performance characteristics. Exponent has so far been unable to induce, through electrical disturbances to the system, either unintended acceleration or behavior that might be a precursor to such an event, despite concerted efforts toward this goal.

February 4, 2010

Testing and Analysis of Toyota and Lexus Vehicles and Components for Concerns Related to Unintended Acceleration

Introduction

This report documents the scope, and summarizes the findings to date, of Exponent's testing and evaluation of the ETCS-i system used in Toyota and Lexus vehicles for concerns related to unintended acceleration. The first section describes the vehicles and components that were obtained for this study. The second section describes studies and measurements of individual components. The third section describes the test procedures and results from perturbations and disruptions imposed on the ETCS-i systems of different Toyota and Lexus vehicles. The final section summarizes the conclusions that Exponent has formed to date on the ETCS-i system as implemented in the vehicles it has tested.

Vehicles and Components Obtained for Study

Exponent purchased seven vehicles for its study. A listing of the vehicles used in the study is shown in Table 1. These vehicles were selected because they represented a cross-section of models and model years, including vehicles with elevated and lower rates of complaints of unintended acceleration.

Table 1. Listing of vehicles purchased for testing

Make	Model	Model Year	Vehicle Identification Number (VIN)
Toyota	Camry	2002	4T1BE30K32U594362
Toyota	Camry	2007	JTNBE46KX73061175
Toyota	FJ Cruiser	2007	JTEZU11F570012218
Toyota	Sienna	2008	5TDZK23C38S211978
Lexus	IS 250	2006	JTHBK262065014899
Lexus	IS 350	2006	JTHBE262062001692
Honda	Accord EX	2008	1HGCP36818A015878

In addition, Exponent purchased more than 100 parts for study. These parts included new and used (from salvage yards) accelerator pedals, throttle bodies, and ECUs from Toyota and Lexus vehicles as well as vehicles from other manufacturers. Exponent also acquired non-ETCS-i parts from earlier years of Toyota vehicles. A listing of the parts acquired for this study is provided in Appendix A.

Studies and Measurements on Individual Components

Individual components were studied to identify the geometries and technologies used for different models and model years. In addition, electrical measurements were completed on individual components, as well as components installed on the study vehicles. Some of the significant findings are presented here.

Electronic Throttle Control System

The diagram shown in Figure 1 shows the functional layout of the ETCS-i system in Toyota and Lexus vehicles. The accelerator pedal position is sensed by two redundant sensors, with the outputs labeled as VPA1 and VPA2. These signals are read by the engine control module (ECM). The ECM also receives signals from two redundant throttle position sensors, VTA1 and VTA2. Based on these signals and other vehicle state parameters, the ECM sends current to the throttle control motor to control the position of the throttle plate.

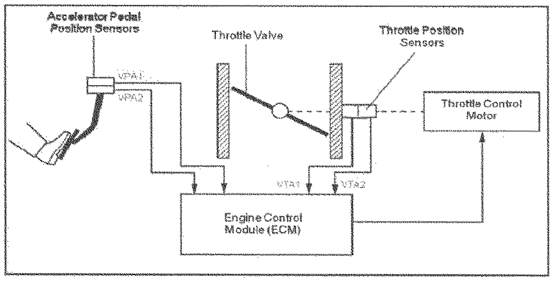
Accelerator Pedal Position Sensors
Throttle Valve
Throttle Position Sensors
VPA1
VPA2
Throttle Control Motor
VTA1
VTA2
Engine Control Module (ECM)

Figure 1. Functional diagram of electronic throttle control system in Toyota and Lexus vehicles

Accelerator Pedals

Before the advent of the ETCS-i system, Toyota, like other manufacturers, had a cable directly connecting the accelerator pedal to the valve on the throttle plate. Figure 2 is a photograph of a pre-ETCS-i pedal and cable.

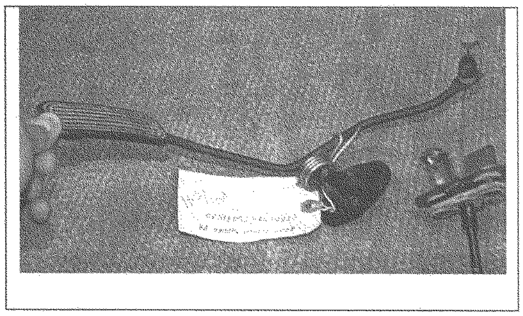

Figure 2. Pedal from a pre-ETCS-i Toyota Tundra

In Toyota's ETCS-i system, the pedal has the two position sensors integrated into the pedal assembly. An example of such a pedal assembly is shown in Figure 3. Earlier pedals in the ETCS-i system used two potentiometers (variable resistors) to measure pedal position. Later pedals used Hall effect sensors to measure pedal position. The Hall effect sensors detect changes in the magnetic field resulting from the movement of magnets affixed to the pedal. Two different designs of pedals using Hall effect sensors are used by Toyota; one design is made by CTS and the other design is made by Denso.

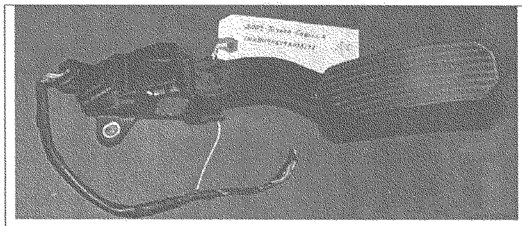

Figure 3. Accelerator pedal manufactured by CTS for an ETCS-i equipped 2009 Toyota Corolla

To gain a greater understanding of Toyota's electronic throttle control system, Exponent characterized individual components of the system, and also tested the entire systems in vehicles, as will be discussed later. Exponent began by characterizing accelerator pedal position sensors. Figure 4 shows the voltage outputs from the two pedal position sensors, named VPA1 and VPA2, as a function of accelerator pedal displacement angle, for eight different Toyota and Lexus accelerator pedals. The two signals contain information about the position of the pedal; VPA2 is higher than VPA1.

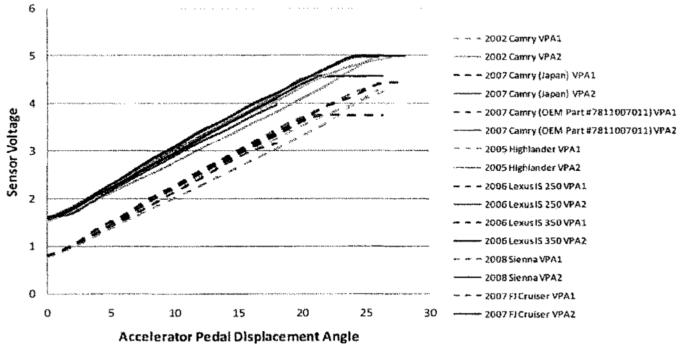

Figure 4. Accelerator pedal sensor voltages as a function of pedal angle for various Toyota and Lexus pedals

Exponent also examined pedals from other manufacturers. For example, Figure 5 shows VPA1 and VPA2 for a 2009 Honda CRV. The functionality was found to be very similar to that of the Toyota and Lexus pedals.

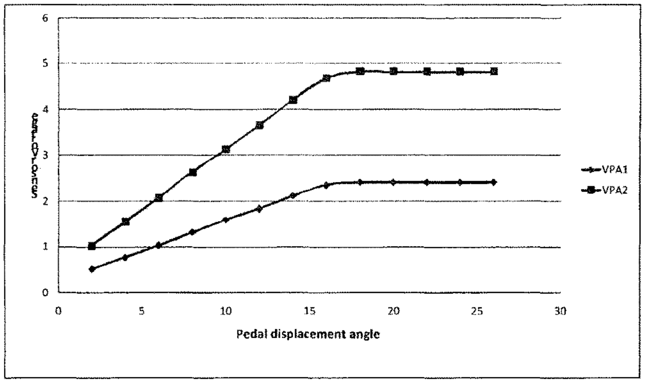

Figure 5. Accelerator pedal sensor voltages as a function of pedal angle for a 2009 Honda CRV.

Throttle Bodies

Before the introduction of the ETCS-i system, Toyota, like other manufacturers, had a throttle body where the throttle valve position was directly controlled by a cable that was pulled by the accelerator pedal. A photograph of a typical pre-ETCS-i pedal and cable is shown in Figure 6. This design of throttle body has a throttle position sensor. The throttle position sensor sends the throttle valve opening angle to the ECM, which uses this information, along with other data, to determine fuel injection, spark timing, and other parameters. The ECM in this engine design has no control over the position of the throttle valve.

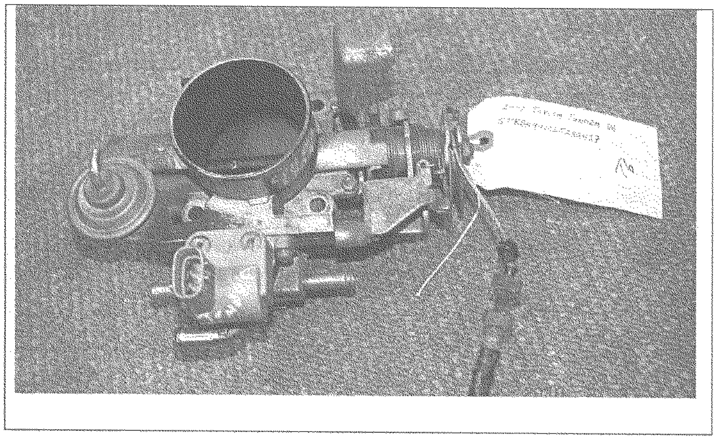

Figure 6. Pre-ETCS-i throttle body

In the ETCS-i system, the throttle body has the two throttle position sensors and a motor integrated into the throttle body assembly. An example of such a throttle body assembly is shown in Figure 7. The throttle position sensors are located under the black housing, and the motor is inside the housing, perpendicular to the valve bore. When the throttle valve motor is not energized, the throttle body valve is forced into its most closed position by two powerful internal springs.

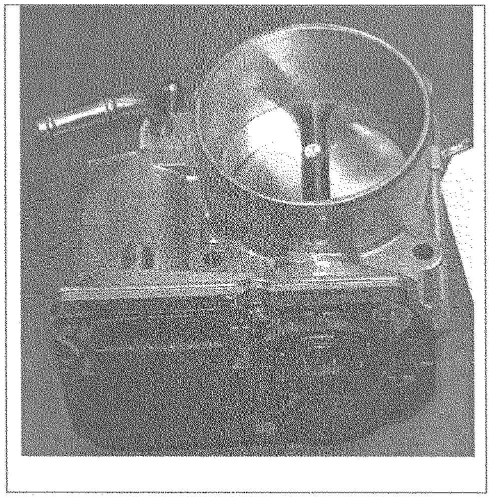

Figure 7. Throttle body from an ETCS-i vehicle

Exponent characterized the voltage output of the throttle position sensors for different no-load engine speeds. Figure 8 shows the results of these measurements for six vehicles, where the two sensor outputs are labeled VTA1 and VTA2.

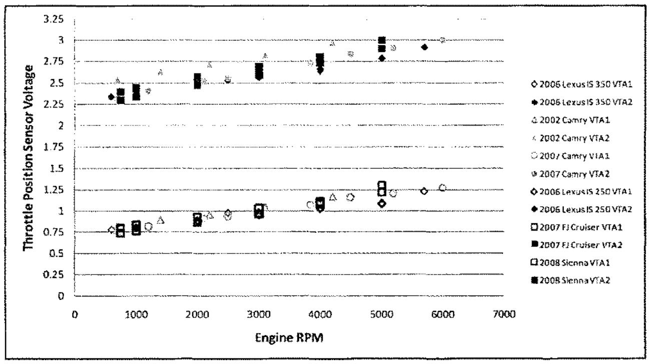

Figure 8. Throttle position sensor voltages as a function of no-load engine speed for various Toyota and Lexus vehicles.

Peer Vehicle Component Technology

Exponent also reviewed the technologies used in position sensing in competitors' throttle bodies and accelerator pedals. A summary comparing some of these designs is provided in Appendix B. Other manufacturers have used potentiometers and Hall effect sensors in their throttle valve and accelerator position sensors, though no manufacturer in our survey has used two different sensing technologies within any accelerator pedal or throttle body.

Summary

The components that were studied behaved as described in the technical manuals for Toyota and Lexus vehicles. No anomalous behavior was detected in any of the component tests.

Sensitivities to Anomalies and Perturbations

The accelerator pedal and throttle body both contain redundant position sensors that enable the ECM to detect faults in sensor operation. Having understood the functionality of the sensors, Exponent next examined the sensitivity of the ECM to perturbations in one or both sensors, including the ability of the ECM to diagnose faults. Exponent performed these tests in running vehicles by holding a single position signal constant, while varying the other position signal until the ECM detected a fault. Faults, when detected, would illuminate the check engine light (CEL) and set a diagnostic trouble code (DTC). For example, Figure 9 is from a 2002 Toyota Camry, and shows how much the voltage of VPA2 varied, with the VPA1 voltage signal held constant, before a fault was detected by the ECM. Under normal operation, the ECM uses VPA1 to determine pedal position and VPA2 to determine whether VPA1 is a valid signal. Therefore, when Exponent varied VPA2 while holding VPA1 constant, the engine speed was not sensitive to changes in VPA2. The engine speed did vary depending on engine loads (fans and auxiliary equipment).

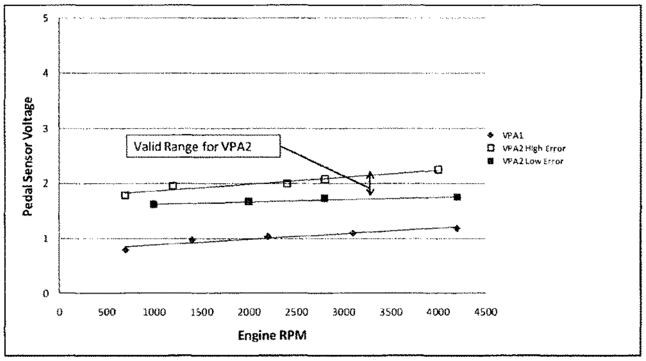

Figure 9. Determination of the valid sensor value range for VPA2 in a 2002 Toyota Camry.

Similar tests were repeated in other vehicles, the results of which are shown in Figure 10. This graph plots the upper and lower limits of the difference between VPA1 and VPA2 signals, before the vehicles' ECMs detected a fault. The voltage differences varied somewhat between vehicles, an indication that ECMs may not have been programmed identically in this regard.

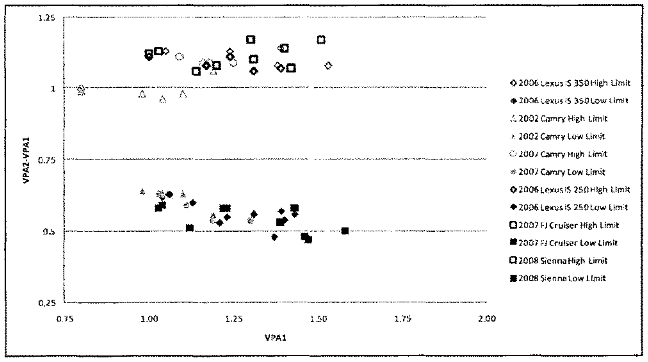

Figure 10. Comparison of VPA2 error limits for various Toyota and Lexus vehicles

Investigation of Vehicle Response to Failure Modes

Exponent completed a series of tests that imposed a variety of failure modes on the electronic throttle control systems in several Toyota and Lexus vehicles. The purpose of this testing was to attempt to create a fault in the system that would cause the vehicle to accelerate without input from the accelerator pedal.

Testing Setup

In order to impose failure modes on the electronic throttle control system, Exponent intercepted the signals being sent to and from the accelerator pedal and the throttle body. These signals were altered and then sent to the ECM. The goal of this testing was to modify these sensor output signals and induce an unintended acceleration event.

Figure 11 shows an accelerator pedal and the location of the accelerator pedal wiring harness connector on the pedal. The pedal wiring harness was disconnected at this connector so that the signals passing through the wiring harness, including VPA1 and VPA2, could be altered and sent to the ECM.

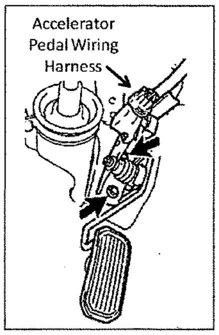

Figure 11. Accelerator pedal and accelerator pedal wiring harness

Figure 12 shows a throttle body and the throttle body wiring harness connector. At this connector the signals being sent to and from the throttle body were intercepted and altered. Specifically, Exponent modified VTA1 and VTA2, and also simulated faults in the throttle control motor by placing resistors in series and in parallel with the motor.

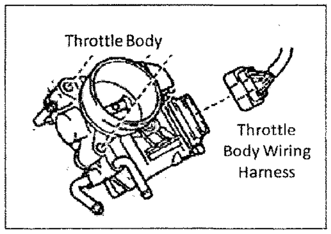

Figure 12. Throttle body and throttle body wiring harness

In addition to creating sensor faults and altering the electrical characteristics of the throttle control motor, Exponent also created a mechanical fault in the throttle body by jamming the throttle plate so that it could not fully close. This was done by using a bent wire inserted into the throttle body, as shown in Figure 13.

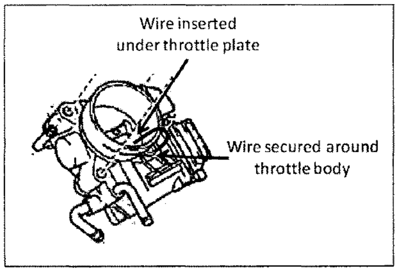
Wire inserted under throttle plate
Wire secured around throttle body

Figure 13. Wire inserted in throttle body to prevent throttle valve from fully closing

Test Protocol

Each test began with the vehicle cleared of any existing diagnostic trouble codes (DTCs) and ensuring the CEL was off. Depending on the test being performed, either the throttle body or pedal wiring was intercepted. The vehicle was then started and operated normally until the fault was inserted. Exponent then made observations of any unintended acceleration, change in the vehicle behavior, DTCs, or CEL.

The following tests were performed:

- Short VTA1 signal to ground
- Short VTA2 signal to ground
- Open circuit on VTA1
- Open circuit on VTA2
- Decrease VTA1 signal voltage
- Decrease VTA2 signal voltage
- Increase VTA1 signal voltage

- Increase VTA2 signal voltage
- Short VPA1 signal to ground
- Short VPA2 signal to ground
- Open circuit on VPA1
- Open circuit on VPA2
- Decrease VPA1 signal voltage
- Decrease VPA2 signal voltage
- Increase VPA1 signal voltage
- Increase VPA2 signal voltage
- Add resistance in parallel with the throttle control motor
- Add resistance in series with the throttle control motor
- Mechanically prevent the throttle plate from fully closing.

Test Results

The testing was first performed on stationary vehicles with the gear selector in park and the vehicle secured with wheel stops. The tests were then performed on moving vehicles. During the testing, all vehicles operated as designed; Exponent was unable to induce unintended acceleration, or even create any situations that could lead to unintended acceleration.

Every failure mode attempted was detected by the ECM, resulting in a CEL and a DTC being recorded. For all electrically simulated failures, the vehicle entered a limp mode where available engine power was significantly reduced. The engine operation during limp mode varied slightly depending on the specific type of fault detected. When the throttle plate was mechanically stuck open, the engine completely shut off.

All of the DTC codes stored after the simulated failures had to be cleared using a scanning tool before the CEL turned off and the vehicle resumed normal operation. In addition, some failure modes required waiting before restarting the vehicle, and in some vehicles the stuck throttle plate required that the battery be temporarily disconnected before the vehicle would resume normal operation.

Summary

During extensive testing on multiple vehicles, where different electrical and mechanical perturbations were imposed on the components comprising the ETCS-i system, Exponent did not observe any instances of unintended acceleration or any circumstances that might lead to unintended acceleration. To the contrary, imposing these perturbations resulted in a significant drop in power rather than an increase. In all cases, when a fault was imposed, the vehicle entered a fail-safe mode consistent with descriptions provided in the technical manuals for Toyota and Lexus vehicles.

Conclusions

This report summarizes the results of some of the testing that has been performed by Exponent. Exponent's testing and analysis is ongoing.

Exponent was unable to induce unintended acceleration in any of the ETCS-i equipped Toyota and Lexus vehicles it tested. The testing included a wide variety of perturbations and anomalies imposed on the electrical signals to and from the throttle body and accelerator pedal. In all cases, the vehicle either behaved normally or entered a fail-safe mode where engine power was significantly reduced or shut off.

The ECM responds to commands sent by the accelerator pedal. It cannot, however, detect the difference between a foot pressing on the pedal, a pedal that is being pressed by a floor mat, or a pedal that is binding.

When Exponent induced failures of the position sensors in the accelerator pedals or throttle bodies, or caused significant shifts in the calibrations of these sensors, these changes were detectable by the ECM.

About Exponent

Exponent is an engineering and scientific consulting firm providing solutions to complex problems. Exponent's multidisciplinary organization of scientists, physicians, engineers, and business consultants brings together more than 90 technical disciplines to address complicated issues facing industry and government today.

Over the past 40+ years Exponent (formerly Failure Analysis Associates) has conducted more than 50,000 investigations in areas such as fires and explosions, human performance, electrical engineering, civil/structural engineering, product or process risk assessment, and biomechanics. Some of the better-known projects include the collapse of the Kansas City Hyatt Regency walkway, the bombing of the Alfred P. Murrah building in Oklahoma City, the explosion of the Piper Alpha oil platform, and the attack on the World Trade Center. More recently the firm has developed military products designed to help save soldiers' lives; performed research related to health exposures and the environment; and volunteered its expertise to aid in search, rescue and structural engineering efforts for both natural and man-made disasters.

Exponent is certified to ISO 9001 and is authorized by the General Services Administration (GSA) to provide professional engineering services. Exponent has more than 850 employees including more than 600 degreed technical professionals, of which 350 have earned a doctorate degree. The firm operates out of 19 offices in the U.S. as well as 5 locations overseas.

Additional information regarding Exponent can be found on its website at www.exponent.com.

Appendix A

Listing of Parts Obtained for This Study

[redacted]

February 4, 2010

Part #	Part	MY	Make	Model	VIN
P1	Accelerator Pedal Assembly	2007	Toyota	Camry	
P10	Accelerator Pedal Assembly	2002-2008	Mercedes	E-Series	
P100	Accelerator Pedal Assembly	2008	Toyota	Camry	4TBK46K28U058243
P101	Accelerator Pedal Assembly	2008	Toyota	Camry	4TBF46K68U250708
P102	Accelerator Pedal Assembly	2008	Toyota	Camry	4T1BE46K28U768914
P103	Accelerator Pedal Assembly	2001	Toyota	Camry	4TBG26KX1U830108
P104	Accelerator Pedal Assembly	1998	Toyota	Camry	JTZBG22K2W0109432
P11	Accelerator Pedal Assembly	2002-2008	Mercedes	E-Series	
P12	Accelerator Pedal Assembly	2005-2010	Chrysler	Chrysler-LX bodies (Charger)	
P13	Accelerator Pedal Assembly	2006	Ford	F-150	
P14	Accelerator Pedal Assembly	2007	Ford	Mustang	
P15	Accelerator Pedal Assembly	2002	Toyota	Camry	JTDBE32K020126517
P16	Accelerator Pedal Assembly	2006	Chrysler	300	
P17	Accelerator Pedal Assembly	2006	Toyota	Tacoma	
P18	Accelerator Pedal Assembly		Honda		
P19	Accelerator Pedal Assembly		Honda		
P2	Accelerator Pedal Assembly	1998	Toyota	Camry	4T1BG22K9WU313141
P20	Accelerator Pedal Assembly		Honda		
P22	Accelerator Pedal Assembly	2006	Chevy	Impala	
P23	Accelerator Pedal Assembly	2004	Nissan	Quest	

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Part #	Part	MY	Make	Model	VIN
P24	Accelerator Pedal Assembly		General Motors	General Motors	
P25	Accelerator Pedal Assembly	2005	Nissan	Quest	
P26	Accelerator Pedal Assembly	2006	Ford	F-150	1FTPW12576KD49083
P27	Accelerator Pedal Assembly	2007	Toyota	Sienna	5TDZK23C87S040157
P28	Accelerator Pedal Assembly	2000	Toyota	Tundra	5TBBT481XYS102606
P3	Accelerator Pedal Assembly	2005	Toyota	Highlander	JTEEP21A150107176
P30	Accelerator Pedal Assembly	2005	Nissan	Quest	5N1BV28U05N138320
P32	Accelerator Pedal Assembly	2005	Chevy	Suburban	
P33	Accelerator Pedal Assembly	2006	Ford	F-150	1FTRX14W66NA44085
P35	Accelerator Pedal Assembly	2002-2004	Ford	Super Duty Truck	
P36	Accelerator Pedal Assembly	2006	Honda	Pilot	5FNYF28456B043747
P37	Accelerator Pedal Assembly	2003	BMW	325i	
P38	Pedal	2000	Toyota	Tundra	5TBJN321XXS075089
P4	Accelerator Pedal Assembly	2002	Toyota	Camry	
P40	Accelerator Pedal Assembly	2002	Toyota	Corolla	1NXBR12EX2Z624764
P41	Accelerator Pedal Assembly	2000	Toyota	Tundra	5TBBT4411YS077570
P42	Accelerator Pedal Assembly	2001	Toyota	Camry	4T1BG22K11U860820
P46	Accelerator Pedal Assembly		Nissan		Unknown
P5	Accelerator Pedal Assembly	2002	Toyota	Camry	
P52	Accelerator Pedal Assembly		BMW		

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Part #	Part	MY	Make	Model	VIN
P53	Accelerator Pedal Assembly		BMW		
P54	Accelerator Pedal Assembly	2006	Chevy	Impala	2G1WD58C26924118
P55	Accelerator Pedal Assembly	2007	Ford	Mustang	1ZVFT80NX75325065
P56	Accelerator Pedal Assembly	2006	Chrysler	300	2C3KA43RX6H484551
P57	Accelerator Pedal Assembly	2006	Toyota	Camry	4T1BE32K86U133385
P58	Accelerator Pedal Assembly	2004	Toyota	Camry	4T1BE32K04U814752
P59	Accelerator Pedal Assembly	2005	Honda	Pilot	5FNYF18525B043349
P6	Accelerator Pedal Assembly	2000	Toyota	Camry	JT2BG22KXY0516739
P60	Accelerator Pedal Assembly	2006	Chevy	Impala	2G1WT58K369138837
P61	Accelerator Pedal Assembly	2006	Honda	CRV	SHSRD78846U43P964
P62	Accelerator Pedal Assembly	2007	Honda	CRV	JHLRE48517C095650
P65	Accelerator Pedal Assembly	2007	Toyota	Sienna	5TDZK23C87S040157
P66	Accelerator Pedal Assembly	2006	Toyota	Camry	4T1BA30K46U088962
P67	Accelerator Pedal Assembly	2004	Toyota	Camry	4T1BA32K94U028587
P68	Accelerator Pedal Assembly	2005	Chevy	Tahoe	1GNEK13TX5R249914
P69	Accelerator Pedal Assembly	2002	Toyota	Tundra	5TBBT44182S258849
P7	Accelerator Pedal Assembly	2002	Toyota	Tundra	5TBBN441025288437
P71	Accelerator Pedal Assembly	2002	Toyota	Camry	4T1BE32K52U619842
P72	Accelerator Pedal Assembly	2003	Toyota	Camry	
P77	Accelerator Pedal Assembly	2004	Nissan	Quest	5N1BV28U04N313017

Part #	Part	MY	Make	Model	VIN
P8	Accelerator Pedal Assembly	2008	BMW	328i	
P82	Accelerator Pedal Assembly	2007	Toyota	Camry	4T1BE46K57U535432
P83	Accelerator Pedal Assembly	2007	Toyota	Camry	4T1BE46K17U357943
P89	Accelerator Pedal Assembly	2002	Toyota	Camry	4T1BE32K12U512044
P9	Accelerator Pedal Assembly	2002	BMW	745i	
P90	Accelerator Pedal Assembly	2007	Toyota	Tundra	5TFLU52137X003335
P91	Accelerator Pedal Assembly	2009	Toyota	Corolla	1NXBU40E39Z015416
P92	Accelerator Pedal Assembly	2009	Toyota	Corolla	1NXBU40E19Z038192
P93	Accelerator Pedal Assembly	2007/2008	Toyota	Tundra/Sequoia	
P94	Accelerator Pedal Assembly	2007	Toyota	Camry	4T1BE46K57U576191
P95	Accelerator Pedal Assembly	2007	Toyota	Camry	4T1BE46K07U528680
P96	Accelerator Pedal Assembly	2007	Toyota	Tundra	5TFLU52197X003582
P97	Accelerator Pedal Assembly	2007	Toyota	Camry	4T1BB46K07U019665
P98	Accelerator Pedal Assembly	2008	Toyota	Camry	4T1BE46K78U240303
P99	Accelerator Pedal Assembly	2007	Toyota	Tundra	5TFLU52127X001561
T1	Throttle body	2007	Toyota	Camry	
T10	Throttle body	2002	Mercedes	E320	
T13	Throttle body	2007	Ford	Mustang	
T14	Throttle body	2006	Ford	F-150	
T16	Throttle body	2006	Chrysler	300	
T17	Throttle body	2006	Toyota	Tacoma	
T2	Throttle Body	1998	Toyota	Camry	4T1BG22K9WU313141
T23	Throttle body	2005	Chevy	Suburban	
T26	Throttle body	2006	Ford	F-150	1FTPW12576KD49083

Part #	Part	MY	Make	Model	VIN
T27	Throttle body	2007	Toyota	Sienna	5TDZK23C87S040157
T28	Throttle body	2000	Toyota	Tundra	5TBBT481XYS102606
T29	Throttle body	2007	Honda	CRV	5J6RE48547L002224
T3	Throttle body	2005	Toyota	Highlander	JTEEP21A150107176
T30	Throttle body	2005	Nissan	Quest	5N1BV28U05N138320
T31	Throttle body	2006	Chevy	Impala	
T32	Throttle body	2005	Chevy	Suburban	
T34	Throttle body	2000	Toyota	Tundra	5TBJN321XYS075089
T35	Throttle body	2002-2004	Ford	Super Duty Truck	
T36	Throttle body	2006	Honda	Pilot	5FNYF28456B043747
T37	Throttle body	2003	BMW	325i	
T39	Throttle body		Toyota	Toyota	
T4	Throttle body	2002	Toyota	Camry	
T40	Throttle body	2002	Toyota	Corolla	1NXBR12EX2Z624764
T43	Throttle body	2006	Honda	Pilot	
T44	Throttle body		Nissan		
T45	Throttle body	2006	Chrysler	300	
T46	Throttle body		Nissan		Unknown
T47	Throttle body	2006	Honda	CRV	
T48	Throttle body		Nissan		
T49	Throttle body	2007	Honda	CRV	
T5	Throttle body	2002	Toyota	Camry	
T50	Throttle body	2006	Chevy	Impala	
T51	Throttle body		BMW		
T52	Throttle body		BMW		
T6	Throttle Body	2002	Toyota	Tundra	5TBBN441025288437
T63	Throttle body	2007	Honda	CRV	JHLRE485X7C052960
T64	Throttle body	2004	Toyota	Camry	
T69	Throttle body	2002	Toyota	Tundra	5TBBT44182S258849
T7	Throttle body	2002	BMW	745i	
T72	Throttle body	2003	Toyota	Camry	
T73	Throttle body	2002	Toyota	Camry	JTDBE32K120135419
T75	Throttle body	2004	Toyota	Tacoma	5TENL42N14Z431885

Part #	Part	MY	Make	Model	VIN
T76	Throttle body	2006	Toyota	Tacoma	5TENX22NS6Z179276
T78	Throttle body	2006	Chrysler	300	2C3LA53G36H114342
T79	Throttle body	2006	Chevy	Impala	2G1WB58K769119477
T8	Throttle body	2008	BMW	328i	
T80	Throttle body	2005	Chevy	Tahoe	1GNEK13T55R108782
T81	Throttle body	2006	Honda	CRV	SHSRD78806U430838
T84	Throttle body	2007	Toyota	Camry	JTNBE46K173087552
T86	Throttle body	2006	Ford	F-150	1FTRX14W76NA01309
T87	Throttle body	2005	Honda	Pilot	5FNYF184X5B010459
T9	Throttle body	2008	Mercedes	E350	
G72	Throttle body gasket	2003	Toyota	Camry	
S1	Throttle position sensor	2002	Toyota	Camry	
S21	Sensor Assembly	2006	Honda	CRV	
E15	Engine control	2002	Toyota	Camry	JTDBE32K020126517
E2	ECM	1998	Toyota	Camry	4T1BG22K9WU313141
E28	ECM	2000	Toyota	Tundra	5TBBT481XYS102606
E3	ECM	2000	Toyota	Camry	JT2BG22KXY0516739
E38	ECM	2000	Toyota	Tundra	5TBJN321XXS075089
E4	ECM	2002	Toyota	Tundra	5TBBN441025288437
E74	ECM	2002	Toyota	Camry	4T1BE30K82U034191
E85	ECM	2007	Toyota	Camry	4T1BE46K47U041370
C100	Pedal Cable	2008	Toyota	Camry	4TBK46K28U058243
C101	Pedal Cable	2008	Toyota	Camry	4TBF46K68U250708
C102	Pedal Cable	2008	Toyota	Camry	4T1BE46K28U768914
C16	Pedal Cable	2006	Chrysler	300	
C17	Pedal Cable	2006	Toyota	Tacoma	
C19	Wire, Throttle		Honda		
C20	Wire, Throttle		Honda		
C21	Harness		General Motors	General Motors	
C26	Pedal Cable	2006	Ford	F-150	1FTPW12576KD49083
C27	Pedal Cable	2007	Toyota	Sienna	5TDZK23C87S040157

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Part #	Part	MY	Make	Model	VIN
C28	Wire, Throttle	2000	Toyota	Tundra	5TBBT481XYS102606
C28	Pedal Cable	2000	Toyota	Tundra	5TBBT481XYS102606
C30	Pedal Cable	2005	Nissan	Quest	5N1BV28U05N138320
C36	Cable	2006	Honda	Pilot	5FNYF28456B043747
C41	Cable	2000	Toyota	Tundra	5TBBT4411YS077570
C42	Cable	2001	Toyota	Camry	4T1BG22K11U860820
C58	Pedal Cable	2004	Toyota	Camry	4T1BE32K04U814752
C62	Pedal Cable	2007	Honda	CRV	JHLRE48517C095650
C66	Pedal Cable	2006	Toyota	Camry	4T1BA30K46U088962
C67	Pedal Cable	2004	Toyota	Camry	4T1BA32K94U028587
C68	Pedal Cable	2005	Chevy	Tahoe	1GNEK13TX5R249914
C70	Pedal Cable	2002	Toyota	Camry	4T1BE32K82U159920
C71	Pedal Cable	2002	Toyota	Camry	4T1BE32K52U619842
C79	Cable	2006	Chevy	Impala	2G1WB58K769119477
C81	Cable	2006	Honda	CRV	SHSRD78806U430838
C82	Pedal cable	2007	Toyota	Camry	4T1BE46K57U535432
C83	Pedal Cable	2007	Toyota	Camry	4T1BE46K17U357943
C84	Cable	2007	Toyota	Camry	JTNBE46K173087552
C86	Cable	2006	Ford	F-150	1FTRX14W76NA01309
C89	Pedal Cable	2002	Toyota	Camry	4T1BE32K12U512044
C94	Pedal Cable	2007	Toyota	Camry	4T1BE46K57U576191
C95	Pedal Cable	2007	Toyota	Camry	4T1BE46K07U528680
C96	Pedal Cable	2007	Toyota	Tundra	5TFLU52197X003582
C97	Pedal Cable	2007	Toyota	Camry	4T1BB46K07U019665
C98	Pedal Cable	2008	Toyota	Camry	4T1BE46K78U240303
C99	Pedal Cable	2007	Toyota	Tundra	5TFLU52127X001561
CR103	Cruise Control Actuator	2001	Toyota	Camry	4TBG26KX1U830108
CR104	Cruise Control Actuator	1998	Toyota	Camry	JTZBG22K2W0109432
H88	Connector Housing	2007	Toyota	Camry	
H93	Connector Housing	2007	Toyota	Tundra	
	ECM Connectors	2001	Toyota	Camry	4T1BG22K11U860820

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Part #	Part	MY	Make	Model	VIN
B68	Brake pedal Assembly	2005	Chevy	Tahoe	1GNEK13TX5R249914

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Appendix B

Comparison of Accelerator and Throttle Position-sensing Designs

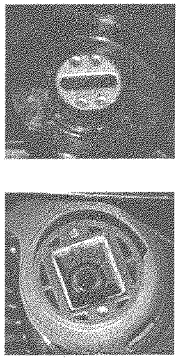
Comparison of Accelerator and Throttle Position-sensing Designs

Overview

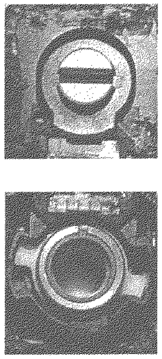
Overview

- Total of 18 different accelerator pedals and throttle bodies from 8 different manufacturers were inspected.
- Three different technologies were found:
  - Hall effect sensors
  - Potentiometers (resistive sensors)
  - Inductive sensors
- None of the inspected accelerator pedals or throttle bodies utilize more than one type of sensor technology.

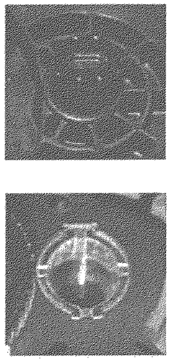
Hall Effect Sensors and Magnets



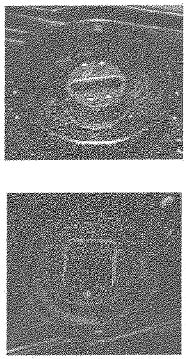
Toyota Tacoma
2006
Pedal (P17)



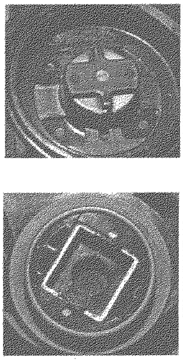
Mercedes E-
series 2002 -
2008
Pedal (P10)



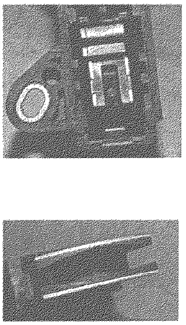
Honda Odyssey
2005-2006--
Throttle (T43)



Honda CR-V
2007
Pedal (P18)

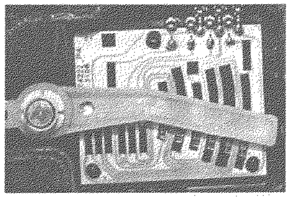


Toyota-- Pedal

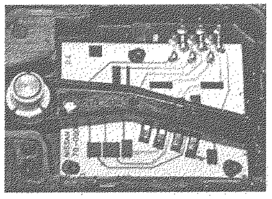


Toyota Camry
2007
Pedal (P1)

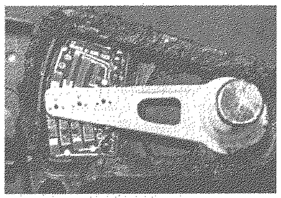
Potentiometer sensors



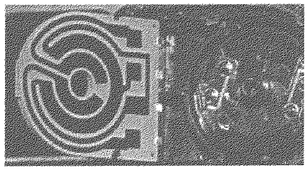
Ford F150 2006
Pedal (P33)



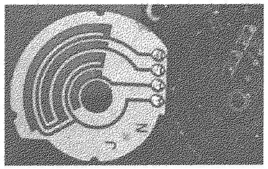
Nissan Quest 2005
Pedal (P25)



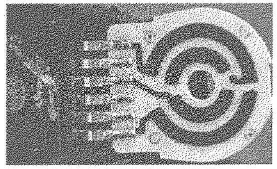
Chevrolet Impala 2006
Pedal (P22)



Ford F150 2006
Throttle (T14)

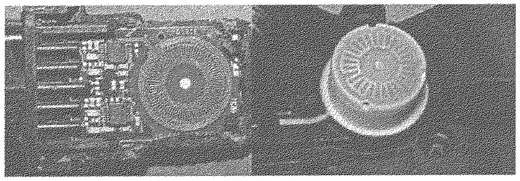


Nissan - Throttle
(T44)

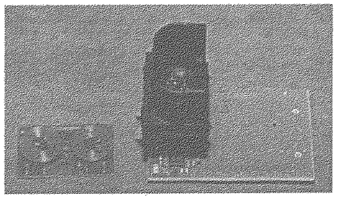


Toyota Camry 2002
Pedal (P4)

Inductive Sensors

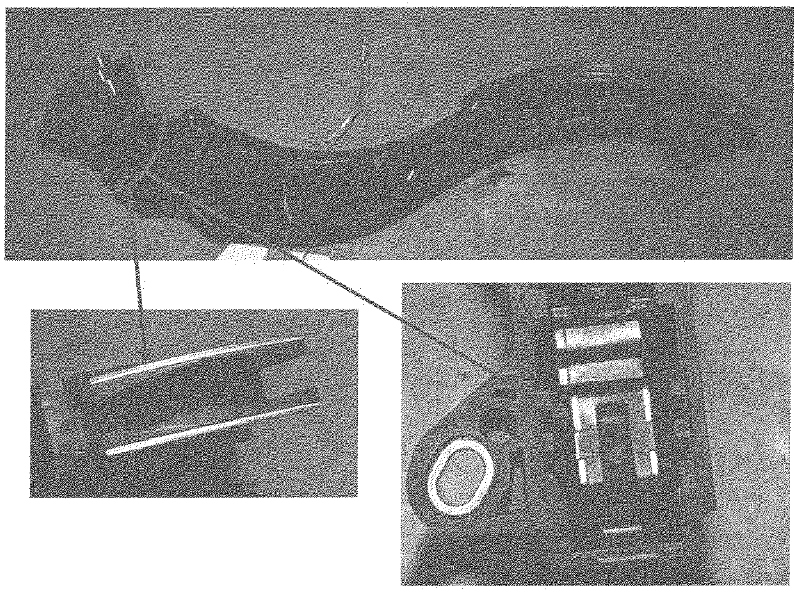


Chrysler – Pedal (P16, P12)



BMW – Pedal
(P53)

Toyota Camry 2007 Pedal Sensor and Magnet



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Appendix C

Test Protocol

Test Protocol For Electronic Throttle Control Systems in Toyota and Lexus Vehicles

Date: ____________________

Vehicle Details:
Make: ____________________ Model: ____________________ Model Year: ____________________

VIN: ____________________

Test Materials

These tests involve altering the signals passed from the throttle body or accelerator pedal position sensor to the engine control module (ECM). The signals from the throttle body are accessed at the connector on the throttle body, as shown in Figure 1.

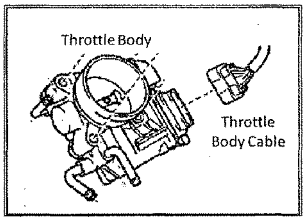

Figure 1 Throttle body and throttle body cable

The signals from the accelerator pedal are accessed at the connector located near the top of the accelerator pedal assembly, as shown in Figure 2.

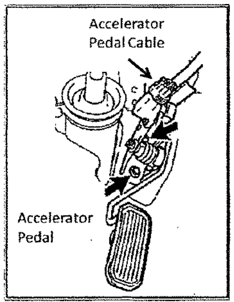

Figure 2 Accelerator pedal and accelerator pedal cable

Both sets of signals are separately modified using a breakout box. This box connects to either the throttle body or accelerator pedal using adapter cables specific to each connector. When attached to the throttle body, this box has the following functionality:

- Pass signals through unchanged
- Using power supplies, add positive or negative voltage to VTA1 and/or VTA2 signals
- Using power supplies, replace VTA1 and/or VTA2 signals with specified voltages
- Short VTA1 and/or VTA2 to ground
- Open circuit on VTA1 and/or VTA2
- Pass voltage supplied to throttle position motor through unchanged
- Insert resistance in series with the voltage supplied to the throttle position motor
- Insert resistance in parallel with the voltage supplied to the throttle position motor
- Always pass 5V and ground through unchanged

The wiring schematic for this breakout box is shown below in Figure 3.

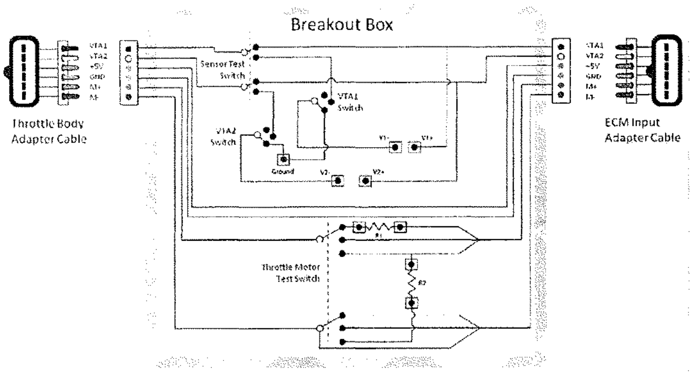

Figure 3 Breakout box and adapter cables configured for use with signals from the throttle body

When attached to the accelerator pedal, this box has the following functionality:

- Pass signals through unchanged
- Using power supplies, add positive or negative voltage to VPA1 and/or VPA2 signals
- Using power supplies, replace VPA1 and/or VPA2 signals with specified voltages
- Short VPA1 and/or VPA2 to ground
- Open circuit on VPA1 and/or VPA2
- Always pass 5V and ground through unchanged

When attached to the accelerator pedal, the throttle motor test switch circuitry is not used and the wiring schematic for the breakout box is as shown below in Figure 4.

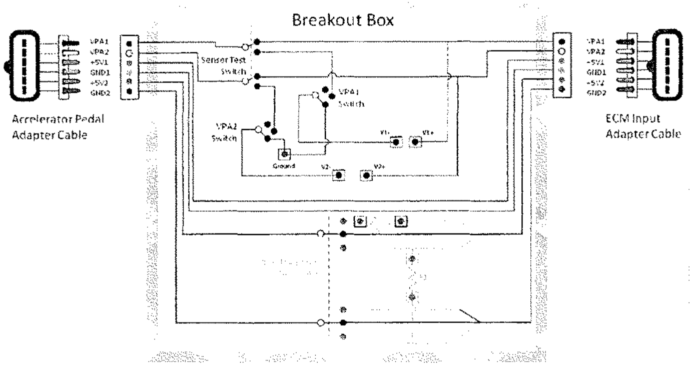

Figure 4 Breakout box and adapter cables configured for use with signals from the accelerator pedal

The breakout box modifies signals using inputs V1-, V1+, V2-, and V2+. These inputs can either be connected to the positive and negative terminals of power supplies, or connected together (V1- to V1+ and V2- to V2+) using standard banana connectors. Ground is attached to vehicle ground.

When configured for normal vehicle operation, the breakout box passes all signals through unchanged.

- The sensor test switch is set to pass signals through unchanged (up position)
- The throttle motor test switch is set to pass signals through unchanged (middle position)
- The VTA1/VPA1 and VTA2/VPA2 switches can be in either position, as they are not in use when the sensor switch is set to pass signals through unchanged.
- The V1 and V2 control inputs may be connected to power supplies or shorted, as they are not in use when the sensor switch is set to pass signals through unchanged.

Test Preparation

- Place vehicle in park, with parking brake applied. Vehicle should be secured with wheel stops or properly positioned on a dynamometer.
- Depending on the test being performed, disconnect either the throttle body or pedal wiring harness and attach breakout box using appropriate adapter cables.
- Prior to each test, clear any diagnostic trouble codes (DTCs), turn off the engine and restart the vehicle. Then turn off the vehicle again prior to starting the next test.
- If the vehicle will not start following a test, the battery may have to be disconnected then reconnected to clear all fault codes.
- After each test, make note of any DTCs or CEL.

Test 1: VTA1 Signal Short to Ground

Procedure

- Connect breakout box to throttle body cable.
- Set VTA1 switch to ground (switch in down position).
- Connect V1- to V1+ with a jumper cable.
- Set VTA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 2: VTA2 Signal Short to Ground

Procedure

- Connect breakout box to throttle body cable.
- Set VTA2 switch to ground (switch in down position).
- Connect V2- to V2+ with a jumper cable.
- Set VTA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 3: VTA1 Signal Open Circuit

Procedure

- Connect breakout box to throttle body cable.
- Set VTA1 switch to open circuit (switch in up position).
- Connect V1- to V1+ with a jumper cable.
- Set VTA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 4: VTA2 Signal Open Circuit

Procedure

- Connect breakout box to throttle body cable.
- Set VTA2 switch to open circuit (switch in up position).
- Connect V2- to V2+ with a jumper cable.
- Set VTA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 5: Decrease VTA1 Signal Voltage

Procedure

- Connect breakout box to throttle body cable.
- Set VTA1 switch to pass signal through (switch in middle position).
- Connect V1- to power supply negative lead and V1+ to power supply positive lead.
- Set power supply to desired voltage decrease (e.g. -0.5V DC).
- Set VTA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 6: Decrease VTA2 Signal Voltage

Procedure

- Connect breakout box to throttle body cable.
- Set VTA2 switch to pass signal through (switch in middle position).
- Connect V2- to power supply negative lead and V2+ to power supply positive lead.
- Set power supply to desired voltage decrease (e.g. -0.5V DC).
- Set VTA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 7: Increase VTA1 Signal Voltage

Procedure

- Connect breakout box to throttle body cable.
- Set VTA1 switch to pass signal through (switch in middle position).
- Connect V1- to power supply negative lead and V1+ to power supply positive lead.
- Set power supply to desired voltage increase (e.g. +1.0 V DC).
- Set VTA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 8: Increase VTA2 Signal Voltage

Procedure

- Connect breakout box to throttle body cable.
- Set VTA2 switch to pass signal through (switch in middle position).
- Connect V2- to power supply negative lead and V2+ to power supply positive lead.
- Set power supply to desired voltage increase (e.g. +1.0 V DC).
- Set VTA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running, turn sensor test switch on (down position).

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 9: Throttle Motor Circuit Failure—High Current

Procedure

- Connect breakout box to throttle body cable.
- Set VTA1 switch to pass signal through (switch in up position).
- Connect V1- to V1+ with a jumper cable.
- Set VTA2 switch to pass signal through (switch in up position).
- Connect V2- to V2+ with a jumper cable.
- Set sensor test switch to pass signals through unchanged (switch in up position).
- Set motor to pass current through unchanged (switch in middle position).
- Install R2 jumper (0.25 Ω) to purple connectors.
- Start the engine.
- Set motor test switch such that R2 is in parallel with the throttle motor (switch in down position).
- Modulate throttle.

Expected Result

☐ Check engine light on
☐ DTC: ____________
Comments____

Test 10: Throttle Motor Circuit Failure—Low Current

Procedure

- Connect breakout box to throttle body cable.
- Set VTA1 switch to pass signal through (switch in up position).
- Connect V1- to V1+ with a jumper cable.
- Set VTA2 switch to pass signal through (switch in up position).
- Connect V2- to V2+ with a jumper cable.
- Set sensor test switch to pass signals through unchanged (switch in up position).
- Set motor to pass current through unchanged (switch in middle position).
- Install R1 jumper (500 Ω) to blue connectors.
- Start the engine.
- Set motor test switch such that R1 is in series with the throttle motor (switch in up position).
- Modulate throttle.

Expected Result

☐ Check engine light on
☐ DTC: ____________
Comments____

Test 11: Throttle Valve Stuck

Procedure

- The breakout box is not used for this test.
- With the vehicle off, disconnect the throttle body from the air intake.
- Rotate the throttle plate open and insert one end of a wire under the throttle plate so as to prevent the throttle from fully closing. See Figure 5. The throttle plate should be open approximately 5 mm at the largest opening point.

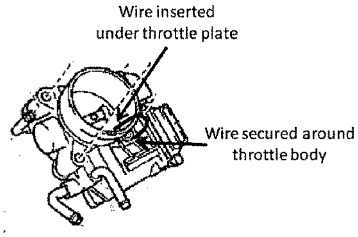
Wire inserted under throttle plate
Wire secured around throttle body

Figure 5. Wire inserted in throttle body to prevent throttle from fully closing.

- Bend the other end of the wire around the outside the throttle body so as to secure the wire. *Make sure that the wire is secure, so that it will not be inducted into the engine once the engine is started.*
- After securing the wire, reattach the air intake.
- Start the engine.
- Modulate throttle.

Results

☐ Engine stalls
☐ Check engine light on
☐ DTC: ___________
Comments____

Test 12: VPA1 Signal Short to Ground

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA1 switch to ground (switch in down position).
- Connect V1- to V1+ with a jumper cable.
- Set VPA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 13: VPA2 Signal Short to Ground

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA2 switch to ground (switch in down position).
- Connect V2- to V2+ with a jumper cable.
- Set VPA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 14: VPA1 Signal Open Circuit

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA1 switch to open circuit (switch in up position).
- Connect V1- to V1+ with a jumper cable.
- Set VPA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ____________
Comments____

Test 15: VPA2 Signal Open Circuit

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA2 switch to open circuit (switch in up position).
- Connect V2- to V2+ with a jumper cable
- Set VPA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ____________
Comments____

Test 16: Decrease VPA1 Signal Voltage

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA1 switch to pass signal through (switch in middle position).
- Connect V1- to power supply negative lead and V1+ to power supply positive lead.
- Set power supply to desired voltage decrease (e.g. -0.5V DC).
- Set VPA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 17: Decrease VPA2 Signal Voltage

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA2 switch to pass signal through (switch in middle position).
- Connect V2- to power supply negative lead and V2+ to power supply positive lead.
- Set power supply to desired voltage decrease (e.g. -0.5V DC).
- Set VPA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 18: Increase VPA1 Signal Voltage

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA1 switch to pass signal through (switch in middle position).
- Connect V1- to power supply negative lead and V1+ to power supply positive lead.
- Set power supply to desired voltage increase (e.g. +1.0 V DC).
- Set VPA2 switch to pass signal through (switch in middle position).
- Connect V2- to V2+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

Test 19: Increase VPA2 Signal Voltage

Procedure

- Connect breakout box to accelerator pedal cable.
- Set VPA2 switch to pass signal through (switch in middle position).
- Connect V2- to power supply negative lead and V2+ to power supply positive lead.
- Set power supply to desired voltage increase (e.g. +1.0 V DC).
- Set VPA1 switch to pass signal through (switch in middle position).
- Connect V1- to V1+ with a jumper cable.
- Start vehicle with breakout box in the normal vehicle configuration (sensor and motor test switches set to pass signals through unchanged).
- While vehicle is running at idle, turn sensor test switch on (down position).
- Modulate throttle.

Results

☐ Check engine light on
☐ Engine in power limited mode
☐ DTC: ___________
Comments____

ONE HUNDRED ELEVENTH CONGRESS

Congreſs of the United States

House of Representatives

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

2157 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6143

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[illegible]
[illegible]

www.oversight.house.gov

February 3, 2010

Mr. Yoshimi Inaba
President and COO
Toyota Motor North America, Inc.
601 13th Street, NW
Washington, DC 20005

Dear Mr. Inaba:

The Committee on Oversight and Government Reform is the principal oversight committee in the U.S. House of Representatives and has broad based oversight jurisdiction as set forth in House Rules. Pursuant to House Rule X, the Committee has authority to investigate "any matter" within the jurisdiction of the other House Committees. The Committee is investigating the public safety issues surrounding Toyota Motor Corporation vehicles, in preparation for the upcoming February 10 hearing.

In order to help the Committee understand the measures your company has taken to ensure the safety of the American driving public, I respectfully request that all documents responsive to requests of other Congressional Committees or Members' offices be delivered to the Oversight and Government Reform Committee no later than Monday, February 8, 2010.

While Committee requests to-date relate to the unintended acceleration events attributed to a "trapped pedal" or the "sticky pedal," it appears that there are new safety concerns regarding the braking system used by the Toyota Prius. According to media reports, customers have complained that "sometimes the braking system in the Prius can stop working on bumpy and slippery roads." [1] The National Highway Transportation Safety Administration (NHTSA) has received 171 complaints about this model, all but five complaints relate to some problem with the Prius' braking system.[2] Two of those complaints involved crashes that resulted in injuries. [3] While the Japanese transport ministry has ordered Toyota to investigate these problems[4], the safety issues relating to the Prius were never brought to the Committee's attention, despite the opportunity presented by the February 2, 2010 staff briefing with officials from Toyota.

---

[1] Peter Valdes-Dapena, *Complaints Pile Up About Prius Brakes*, CNNMoney.com, http://money.cnn.com/2010/02/03/autos/prius_complaints/?postversion=2010020315

[2] David Grant *Toyota Recall to Include 2010 Toyota Prius? Driver Complaints Are Startlingly Consistent*, CSMonitor.com, http://www.csmonitor.com/Money/new-economy/2010/0203/Toyota-recall-to-include-2010-Toyota-Prius-Driver-complaints-are-startlingly-consistent.

The American public has grown increasingly anxious about their safety as they accomplish the daily tasks of commuting to and from work, dropping their children off at school, or even just picking up groceries. Accordingly, it is imperative that the most accurate and detailed information be available to the public regarding the risks associated with driving a Toyota product.

Accordingly, I ask that you provide the Committee with the following additional documents by 5:00 PM EST, February 8, 2010:

1. All reports including, but not limited to, consumer complaints; warranty reports; field reports; and reports of death, injury, or property damage received by the company since May 2009, related to incidents which are alleged or proven to have been caused by the Prius braking and cruise control systems;

2. All analyses undertaken since May 2009 of consumer complaints; warranty reports; field reports; and reports of death, injury, or property damage received by the company since May 2009, related to incidents which are alleged or proven to have been caused by the Prius braking and cruise control system;

3. Any technical Service Bulletins issued since May 2009 related to malfunctioning of the Prius braking and cruise control systems;

4. Any communication to Toyota owners informing them of problems with the Prius braking and cruise control systems; and

5. All documents or e-mails to or from Toyota employees both in the United States and Japan, dating between January 1, 2007 and February 3, 2010, referencing any vehicle safety concerns or discussion of possible recall for any Toyota vehicle.

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[3] Peter Valdes-Dapena, *Complaints Pile Up About Prius Brakes*, CNNMoney.com, http://money.cnn.com/2010/02/03/autos/prius_complaints/?postversion=2010020315
[4] Ken Thomas, *Toyota Probe Expands With Questions About Prius, AP* http://www.chron.com/disp/story.mpl/ap/top/all/6849483.html

Please produce the requested information and documents to the Committee by 5:00 PM EST, February 8, 2010. Thank you in advance for your prompt response. If you have any questions regarding this request, please contact Kristina Moore with Committee Staff at (202) 225-5074.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

KING & SPALDING

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Theodore M. Hester
Direct Dial: 202-626-2901
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February 9, 2010

The Honorable Edolphus Towns
Chairman, Committee on Oversight and
Government Reform
Congress of the United States
2157 Rayburn House Office Building
Washinton, DC 20515-6143

CONFIDENTIAL TREATMENT REQUESTED. PROVIDED TO THE COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM ON BEHALF OF TOYOTA MOTOR NORTH AMERICA, INC. PURSUANT TO COMMITTEE REQUEST.

Dear Chairman Towns:

I am writing on behalf of Toyota Motor North America, Inc. ("TMA" or "Toyota") in response to your letter of February 3, 2010 as Chairman of the Committee on Oversight and Government Reform ("Committee"). Your letter addressed a number of issues related to unintended acceleration in various Toyota models. Toyota welcomes the opportunity to clarify the matters you have raised.

1. Is it safe to drive the Toyota models that have been recalled? Please explain your answer in detail.

The three recalls announced by Toyota address distinct and separate conditions that, if they occur, could give rise to a safety concern for our customers. Absent the occurrence of those conditions, the vehicles included in the recalls are safe to drive. If any of these conditions occur, the vehicle can be brought safely under control.

The first recall, "Floor Mat Entrapment," concerns the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to become entrapped in a wide-open or near wide-open position. A properly secured vehicle-compatible floor mat will not interfere with the accelerator pedal. Toyota has advised its customers to remove all removable floor mats or to make sure that they are properly secured. A Toyota vehicle included in the "Floor Mat Entrapment" recall is safe to drive if the floor mats are removed or properly secured.

The second recall, "Pedal," involves a friction device in the pedal designed to provide the proper "feel" by adding resistance and to make the pedal steady and stable. The friction device includes a "shoe" designed to rub against an adjoining surface during normal pedal operation. Toyota has learned that, due to the materials used, wear, and environmental conditions, these surfaces may, over time, begin to stick and release instead of operating as intended. In rare cases, friction could increase to a point that the pedal is slow to return to the idle position or, in very rare cases, the pedal may stick leaving the throttle partially open.

To fix these sluggish or sticking accelerator pedals, Toyota's engineers developed and rigorously tested a solution that is both effective and simple. A precision cut steel reinforcement is installed into the accelerator pedal assembly, eliminating the excess friction that has caused pedals to stick in rare instances.

The condition does not occur suddenly. It can occur when the pedal mechanism becomes worn and, in certain circumstances, the pedal may become harder to depress, slower to return or in very rare cases, stuck in a partially depressed position. In the very rare event a driver experiences an accelerator pedal that sticks in a partially open position, the vehicle can be controlled with firm and steady application of the brakes.

Customers who experience a pedal that is hard to depress, slow to return, or is rough during operation should drive the vehicle to the nearest safe location, shut off the engine, and contact a Toyota dealer for assistance. Absent any of the above experiences, Toyota is confident that the vehicle is safe to drive.

The third recall, Prius/HS250h, involves the antilock brake system. When driving on slick or rough roads, customers have reported that the brake system can perform inconsistently when the antilock brake system is activated. While the system is performing as designed, Toyota has developed a software change that revises the antilock brake system's response time and the system's overall sensitivity to tire slippage. While awaiting the recall repair, drivers may wish to allow extra stopping distance when driving on slick or rough roads.

2. According to Toyota officials interviewed by staff, in 2007 Toyota issued a recall involving all-weather floor mats for the Lexus ES 350 and at least some models of the Toyota Camry. At that time, did Toyota also examine other Toyota models to determine whether there was a floor mat problem? If not, why not? After learning about the pedal entrapment problem in the Lexus ES 350 and Toyota Camry in 2007, were potentially obstructive floor mats subsequently added to any of the vehicles that were eventually recalled in 2009?

In March of 2007, the NHTSA Office of Defect Investigation opened a preliminary evaluation to investigate the potential for accessory all weather floor mats to interfere with the accelerator pedal in model year 2007 Lexus ES 350 vehicles. The investigation was later expanded to additional Lexus ES350 models and certain Toyota Camry models. Toyota conducted a voluntary recall of the accessory all weather floor mats designed for 2007 and 2008 model year Lexus ES350 and Toyota Camry vehicles. The recall provided for redesigned accessory all weather floor mats to reduce the potential for pedal interference in the event that they were installed incorrectly. Prior to the redesign of the all weather floor mats, a number of other actions were taken by Toyota, including various enhancements to the labeling of the all weather mats, the warning on the mat's visible surface and the packaging used for sales of the mats. Toyota also conducted a mailing warning owners of the subject vehicles of the dangers of improper mat installation.

At the time of the NHTSA inquiry, the vehicles of interest were the 2007 and 2008 model years Lexus ES 350 and Toyota Camry. The investigation focused on potential interference with the accelerator pedal by unsecured or improperly installed accessory all weather floor mats. No other Toyota or Lexus vehicles were part of the inquiry. However, after completing the redesign of the all weather floor mats for the 2007 and 2008 model year Camry and Lexus ES350 vehicles, each Toyota and Lexus vehicle went through a process of "fit check" for the carpeted or accessory floor mats for use with the particular vehicle. The "fit check" would ensure that vehicle-appropriate mats would not entrap the accelerator pedal even it moved forward beneath the accelerator pedal.

Any floor mat can be a "potentially obstructive floor mat" if it is improperly stacked or unsecured. A vehicle-appropriate and properly secured floor mat will not interfere with the accelerator pedal. This is true for the original carpeted floor mats and accessory all weather floor mats. It is also true for the redesigned all weather floor mats.

3. A review of the National Highway Traffic Safety Administration's (NHTSA) database on the Toyota Tacoma reveals that in excess of 100 complaints of sudden acceleration have been reported since 2007. Many of these would suggest that something other than floor mat entrapment could be the root cause of these incidents. Nonetheless, as was explained by Toyota officials, the Tacoma is equipped with a Denso pedal assembly which has not been implicated in the "sticky pedal" recall of last month. It is my understanding that the recall is limited to the CTS pedal, which apparently has a different design. Given that fact, what explains the seemingly high number of complaints in NHTSA's database regarding sudden acceleration in this model? Is it Toyota's opinion that most of these can be explained by driver error, erroneous reporting, or faulty floor mats?

Toyota takes all allegations of inadvertent or sudden acceleration very seriously.

Toyota acknowledges that the complaint rate for unwanted acceleration on the 2005 and later Tacoma models is higher than on most other Toyota models. Toyota has previously considered the complaints of sudden acceleration in the Tacoma and has previously concluded that there is no vehicle-based explanation for these complaints. Specifically, in responding to NHTSA's investigation DP08-001, Toyota looked closely at the Tacoma complaints, both in the NHTSA VOQ database and Toyota's own database. Toyota also conducted a field study to inspect and evaluate some customer vehicles. Neither the complaint data review nor the field study identified any vehicle-based cause for the customer complaints.

Toyota found that the complaints on the Tacoma could be categorized into five basic categories:

- Engine idle speed changes when the vehicle is stopped
- High idle speed when the engine is cold
- Cruise control downshifting behavior
- Engine speed changes when shifting (manual transmission)
- Lurching when a vehicle is coming to a stop

While these reports are related to customer satisfaction with the vehicle, they do not suggest the presence of a safety defect. For example, complaints reporting engine idle speed changes when the vehicle is stopped would not be a safety concern.

Nevertheless, in the spirit of the recent commitment made by Mr. Toyoda that our company will review all safety issues and potential safety issues with renewed vigor, we will be reexamining these complaints.

4. Some Tacoma drivers reported to NHTSA that they had sudden acceleration problems when there were no floor mats in the vehicle. For example, on March 26, 2009, one complainant reported:

> **"I bought my 2005 Tacoma about 2 months ago. I have experienced this problem three times now. The last time being tonight after picking up my daughter at work. The truck was accelerating and I was literally standing on the brake and the engine was racing and would not stop. I through [sic] it into neutral and it sounded like it was going to explode! I have no rugs in my vehicle, it did not come with any, and I was going to get the all weather mats, but have not bought them yet. The cruise control was not engaged. I do consider myself to be a fairly experienced driver, I use [sic] to race a 70 Chevelle in the ¼ mile (this was many years ago). If I did not have such experience I am sure I would have ran the car up a tree or something. I am scared, I have beat cancer twice and Ill be ¿!@#$% if I am going to let a faulty Tacoma take me out. *TR"**

NHTSA has received other, similar complaints. What would explain episodes such as this, where drivers are experiencing an uncontrollable acceleration and, reportedly, no floor mats are present in the vehicle (or they reported that the floor mat was not involved), particularly for this make and model where no CTS pedal is involved?

Toyota respects this consumer's report of his experience, and particularly accepts his representation that his experience was unrelated to the floor mat pedal entrapment issue. Although his report may be consistent with numerous other reports of high engine idling when the vehicle is stopped, we would need to inspect this consumer's vehicle to understand better what is occurring. We would welcome an opportunity to do so if we can be provided with contact information for this consumer.

5. It is our understanding that Toyota intends to build a "brake override" system into the computers of all new models of its vehicles. This brake override system would automatically allow the brake to override an acceleration command to the throttle, which would allow the vehicle to be more easily stopped in the event of unintended, sudden acceleration. Which current models now in operation could be reprogrammed to allow a brake override capability and what would the cost be for each vehicle?

On November 25, 2009, Toyota announced details of remedies to address the problem of potential pedal entrapment due to vehicle-inappropriate or improperly secured floor mats. Independent of the vehicle-based remedies to address the problem of potential pedal entrapment, Toyota announced it would install a brake override system onto the involved Camry, Avalon, Lexus ES 350, IS 350, and IS 250 models to help relieve customer concerns and provide a greater sense of confidence in the safety of our vehicles. Toyota is actively identifying additional models that may be able to be reprogrammed.

A brake override system introduces automatic throttle reduction when the throttle is in an open condition and, at the same time, certain brake pedal actuation is occurring. This provides an extra measure of confidence for Toyota customers that their vehicle will reduce throttle in certain emergency braking situations in the unlikely event of an unintended open throttle. The braking system will operate regardless of the reason for the open throttle.

The Toyota braking system, even without the brake override, allows the vehicle to be controlled and stopped by a firm and steady application of the brakes in the event that a driver experiences what the driver believes to be unwanted or unintended acceleration. If a driver experiences an accelerator pedal that sticks in a partially open throttle position or returns slowly to the idle position, the vehicle can be controlled by a steady application of the brakes.

The brake override system will be standard equipment starting with the 2010 production ES 350 and Camry. It is scheduled to be incorporated into new production of most Toyota and Lexus vehicles by the end of 2010.

6. Is Toyota considering expanding brake override capability to existing models? If so, which models? If not, why not?

Yes. Toyota will consider expanding brake override capability to additional models, and will report back to this Committee the results of its evaluation.

7. Recent media reports have suggested that the federal government is exploring whether electrical problems may be involved in these sudden acceleration incidents. Has Toyota examined the possibility that the sudden acceleration problems are not caused by the floor mats or gas pedal in some models, but by problems with electronic sensors or the

computer system which govern the accelerator? Is Toyota confident that the electronics are not involved in this problem?

Toyota's design process is exhaustive and robust. Toyota does not believe there are any problems with the electronics of its vehicles.

The ETCSi system is described in response to Questions 3 and 4 above. Toyota has built-in redundancies to the system and fail safe modes that allow Toyota to say with confidence that the ETCSi is not the cause of unintended or unwanted acceleration. The ETCSi is designed to cause the engine power to shut off or operate at reduced power in the event of a system failure.

Toyota recently commissioned Exponent, a well respected engineering and scientific consulting firm, to study Toyota and Lexus vehicles and components for concerns related to unwanted acceleration. Exponent was not restricted by scope or by budget considerations in this review. Exponent found that the ETCSi systems performed as designed, and did not exhibit any acceleration or precursor to acceleration, despite concerted efforts to induce unwanted acceleration. In all cases, the vehicle either behaved normally or entered the fail-safe mode described above. Test reports documenting the extensive other testing of the ETCSi system are enclosed, and will be supplemented with additional analyses as our review continues.

If you have any questions regarding this matter, or need additional information, please call me at 202-626-2901.

Sincerely,

Theodore M. Hester

cc: The Honorable Darrell Issa
Ranking Member, Committee on Oversight
and Government Reform

Home | Back

Vehicle Details

Reference : RCOMP/2000/2
Manufacturer Ref :
Make: TOYOTA
Model : Lexus LS200
Launch Date : 9/13/2000
Numbers Involved : 10919
Build Start Date : 3/1/1999
Build End Date : 7/30/2000

Recall Details

Concern : OPERATION OF ACCELERATOR PEDAL MAY BE AFFECTED
Description : There is a possibility that the driver's side carpet mat may rotate around the central fixing and interfere with the operation of the accelerator pedal.
Remedial Action : Recall affected vehicles and replace mat with re-designed type.
Vehicle Id : Various

Other Vehicles Affected (Click the vehicle to perform an extended search)

- TOYOTA - LEXUS LS200

From:	CSantucci@tma.toyota.com
To:	Magno, Gregory (NHTSA); Yon, Scott (NHTSA)
Cc:	Collins, Bill (NHTSA)
Subject:	Re: travel to TX on 1/12
Date:	Saturday, January 09, 2010 8:39:14 PM

Greg,

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It turns he had a death in the family. So I don't know if Tuesday will work as of now, and I will ask that you wait until Monday for confirmation. We are certainly not ignoring your request, we are just trying to work with what resources we have available at the time.

Regards,

Chris Santucci
Manager
Technical and Regulatory Affairs
Toyota Motor North America
Ofc (202) 463-6856
Cell (202) 651-1581
Sent from my Blackberry

----- Original Message -----
From: [Gregory.Magno@dot.gov]
Sent: 01/09/2010 05:07 PM EST
To: Chris Santucci; <Scott.Yon@dot.gov>
Cc: <Bill.Collins@dot.gov>
Subject: RE: travel to TX on 1/12

Chris,

This follows up the two voicemails I just left.

My understanding is that there's now some uncertainty about Tuesday as a feasible date for Toyota to meet with us in Southlake, TX.

Our initial understanding was that Tuesday 1/12/10 was appropriate for all involved and our travel arrangements and discussions with the family and local law enforcement have reflected that.

Please call me or Bill to discuss further and to confirm Toyota's presence Tuesday 11:00 onsite in Southlake, TX.

Thanks,

-Greg

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]
Sent: Thu 07-Jan-10 16:16

Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139
Fax: 202-366-1767

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==

From: CSantucci@tma.toyota.com
To: Yon, Scott (NHTSA)
Cc: Collins, Bill (NHTSA); Magno, Gregory (NHTSA); Quandt, Jeff (NHTSA)
Subject: Re: travel to TX on 1/12
Date: Thursday, January 07, 2010 4:16:51 PM

Scott,

I will tell our responsible person, and it may work out to be that day, but as I mentioned, we are constrained by the local authorities for the date. I will tell them of your preference.

Regards,

Chris Santucci - Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: csantucci@tma.toyota.com

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<Scott.Yon@dot.gov>
01/07/2010 04:05 PM

To <CSantucci@tma.toyota.com>
cc <Bill.Collins@dot.gov>, <Gregory.Magno@dot.gov>, <Jeff.Quandt@dot.gov>
Subject travel to TX on 1/12

Chris,

Would Toyota be available to do the EDR downloads in Southlake, TX on Tuesday, 1/12? That day works for us, let us know.

Scott

D. Scott Yon
Chief, Vehicle Integrity Division (VID), NVS-212
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Ave, SE
Washington, DC
20590

To: Yon, Scott (NHTSA)
Cc: Collins, Bill (NHTSA); Magno, Gregory (NHTSA); Quandt, Jeff (NHTSA)
Subject: Re: travel to TX on 1/12

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Direct: 202-366-0139

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==

Demeter, Kathleen (NHTSA)

From: CSantucci@tma.toyota.com
Sent: Monday, January 11, 2010 1:38 PM
To: Collins, Bill (NHTSA)
Cc: Magno, Gregory (NHTSA); Yon, Scott (NHTSA)
Subject: RE: travel to TX on 1/12

Thanks Bill,

They will be at the Police Department address you sent at 11:00am.

Regards,

Chris Santucci - Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: csantucci@tma.toyota.com

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<Bill.Collins@dot.gov>
01/11/2010 12:17 PM

To <CSantucci@tma.toyota.com>
cc <Scott.Yon@dot.gov>, <Gregory.Magno@dot.gov>
Subject RE: travel to TX on 1/12

Chris,

The answers to your questions:

1) The meeting time is set for 11:00AM Central Time.

2) The location is -

Southlake Police Department <http://www.ci.southlake.tx.us/>
www.ci.southlake.tx.us

667 North Carroll Avenue
Grapevine, TX 76092-6412
(817) 748-8149

Officer Chris Garrett is the point of contact.

3) The salvage yard is under contract to the police department. They will have personnel and tools present to help acquire the EDR.

4) I anticipate the family will permit Toyota to inspect items on the vehicle that may help to understand the cause of the crash.

I'll do my best to get a hard copy of the EDR request letter for the other three EDR's.

I'll also bring a thumb drive. I'm sure the family will also request a copy of the download.

Thank you Chris,

Bill Collins

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]
Sent: Mon 1/11/2010 11:24 AM
To: Collins, Bill (NHTSA)
Cc: Yon, Scott (NHTSA); Magno, Gregory (NHTSA)
Subject: Re: travel to TX on 1/12

Bill,

I just left you a voicemail on your cell - Mr. Mark Jakstis will attend and perform the readouts for NHTSA's inspection of the vehicle. Ms. Kelly Spencer will accompany Mr. Jakstis as she is our local counsel assigned to support him.

Here is what we need to know for tomorrow:

1. Meeting time - I think it is 11:00am per Greg Magno but please confirm.

2. Location - address and contact number, if available.

3. Tools - our person does not have tools to harvest the module so if there are tools available at the site or you can bring some that would be fine.

4. Since this is your inspection, will Toyota also be allowed to inspect and photograph the vehicle as is a matter of course with such EDR activity?

Please let us know as soon as possible.

Furthermore,

Please bring a copy of the letter requesting readouts of the other three modules and he will try to download them. If you bring a thumbdrive and he is successful, you can take a copy of the download results. If you have any other questions or concerns, please let me know.

Regards,

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<Gregory.Magno@dot.gov>

01/10/2010 04:39 PM

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<CSantucci@tma.toyota.com>, <Scott.Yon@dot.gov>
cc
<Bill.Collins@dot.gov>
Subject
Re: travel to TX on 1/12

Chris,

Thanks for the update. Sorry for your tech's loss. We'll discuss Mon AM and get back to you.

Greg

----- Original Message -----
From: CSantucci@tma.toyota.com <CSantucci@tma.toyota.com>
To: Magno, Gregory (NHTSA); Yon, Scott (NHTSA)
Cc: Collins, Bill (NHTSA)
Sent: Sat Jan 09 20:39:09 2010
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THE WALL STREET JOURNAL.
WSJ.com

FEBRUARY 8, 2010

Secretive Culture Led Toyota Astray

By KATE LINEBAUGH, DIONNE SEARCEY and NORIHIKO SHIROUZU

On Jan. 19, in a closed-door meeting in Washington, D.C., two top executives from Toyota Motor Corp. gave American regulators surprising news.

Evidence had been mounting for years that Toyota cars could speed up suddenly, a factor suspected in crashes causing more than a dozen deaths. Toyota had blamed the problem on floor mats pinning the gas pedal. Now, the two Toyota men revealed they knew of a problem in its gas pedals.

The two top officials from the National Highway Traffic Safety Administration "were steamed," according to a person who discussed the meeting with both sides. As the meeting closed, NHTSA chief David Strickland hinted at using the agency's full authority, which can include subpoenas, fines, and even forcing auto makers to stop selling cars.

Toyota had known about the gas-pedal problem for more than a year. Its silence with U.S. regulators, and other newly uncovered details from the crisis enveloping Toyota, reveal a growing rift between the Japanese auto maker and NHTSA, one of its top regulators. Regulators came to doubt Toyota's commitment to addressing safety defects, according to interviews with federal officials and industry executives, and accounts of Toyota and NHTSA interactions the past year.

The heart of Toyota's problem: Its secretive corporate culture in Japan clashed with U.S. requirements that auto makers disclose safety threats, people familiar with the matter say. The relationship soured even though Toyota had hired two former NHTSA officials to manage its ties with the agency.

Toyota's troubles spread Tuesday when it recalled all Priuses to address a braking problem, even as executives suggested the step was unnecessary.

Toyota acknowledges the rift with regulators. "Believe me, we have changed our mind-set," said Shinichi Sasaki, Toyota's quality chief, referring to a heated December confrontation in Tokyo with NHTSA officials over floor mats. "We don't believe this is going to be a problem in the future. We are completely on the same page with NHTSA."

Toyota's woes have roots in 2002's redesigned Camry sedan, which featured a new type of gas pedal. Instead of physically connecting to the engine with a mechanical cable, the new pedal used electronic sensors to send signals to a computer controlling the engine. The same technology migrated to cars including Toyota's luxury Lexus ES sedan. The main advantage is fuel efficiency.

But by early 2004, NHTSA was getting complaints that the Camry and ES sometimes sped up without the driver hitting the gas. It launched its first acceleration probe, focusing on 37 complaints, 30 of which involved accidents, according to a NHTSA document filled out by Scott Yon, an agency investigator, dated March 3, 2004.

Mr. Yon and another NHTSA official, Jeffrey Quandt, discussed the case several times over the next 20 days with Toyota, according to a deposition by a Toyota official filed in a Michigan lawsuit related to one of the fatal crashes. In that accident, a 2005 Camry allegedly raced out of control for a quarter-mile, and sped up to 80 miles an hour from 25, before crashing and killing its driver.

By month's end, Mr. Yon updated his NHTSA case file with a memo. It said NHTSA had decided to limit the probe to incidents involving brief bursts of acceleration, and would exclude so-called "long duration" incidents in which cars allegedly continued racing down the road after a driver hit the brakes.

The reason: Investigators decided it would be more effective to isolate any possible defect by zeroing in on shorter incidents, a Transportation Department official said. The shorter incidents looked more like "pure cases of engine surging due to a possible defect," the official said. Longer incidents were excluded because they showed more signs of driver error such as mistaking the accelerator for the brake.

Messrs. Quandt and Yon didn't respond to requests for comment.

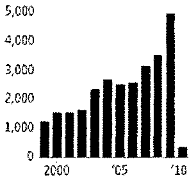
Of the 37 incidents, 27 were categorized as long-duration and not investigated. On July 22, 2004, the probe was closed because NHTSA had found no pattern of safety problems.

Complaints kept rolling in. In 2005 and 2006, NHTSA got hundreds of reports of unintended acceleration involving Toyotas, according to Safety Research & Strategies, a consumer-safety research firm. On two occasions, Toyota filed responses arguing that no defect or trends could be found in the complaints.

In a Nov. 15, 2005, letter to Mr. Quandt, Christopher Tinto, a Toyota liaison with the safety agency, asked NHTSA to drop a preliminary probe into sudden acceleration by the Camry and Lexus ES, saying "there is no factor or trend indicating that a vehicle or component defect exists." He used similar language in a June, 11, 2007, letter responding to a subsequent probe.

Escalating Problem

Complaints lodged against Toyota with the NHTSA



*Through Jan. 31
Source: National Highway Traffic Safety Administration

In March 2007, the agency opened a new probe, focusing on whether the gas pedal in the Lexus ES350 sedan could get caught beneath heavy rubber floor mats sold as accessories. It looked at five crashes, including four multivehicle accidents.

NHTSA sent surveys to 1,986 owners of ES350s. Six-hundred responded, and 59 said they had experienced unintended acceleration. Thirty-five attributed the surge to a floor mat pressing down on the gas pedal. The rest either didn't specify or cited other possible explanations.

NHTSA officials worked on the probe with their main contact at Toyota, Christopher Santucci. The NHTSA team knew Mr. Santucci: He had worked there from 2001 to 2003. Mr. Santucci's supervisor at Toyota, Mr. Tinto, had worked at NHTSA in the past, too. Messrs. Santucci and Tinto didn't respond to requests for comment.

At one point, Mr. Santucci brought a Lexus ES350 to a parking lot outside Washington, D.C., for testing. Messrs. Yon and Quandt raced across the lot, hitting 60 mph before jamming on the brakes to measure the force needed to stop.

It's common for NHTSA to work cooperatively with all auto makers in this way. NHTSA can do its own testing, but it generally relies on manufacturers to supply technical data. Its Office of Defects Investigation has only 57 employees to deal with some 35,000 complaints a year.

Car makers "are almost self-regulated," said an auto-industry chief executive who has worked with NHTSA. Without makers' help, there's "no way for NHTSA to look into all these issues." To spur cooperation, the agency has the power to force recalls and fine companies for providing misleading information or not providing safety information in a timely fashion.

Toyota for years has been one of the most difficult auto makers for regulators to deal with because it is resistant to being told what to do, said Joan Claybrook, a former NHTSA administrator who later became president of consumer-advocacy group Public Citizen until stepping down last year. But she also blamed the agency's collaborative approach for undermining its role. "They have tremendous power and authority but they don't tend to use it."

A Transportation Department spokeswoman disputes that, saying: "NHTSA has the most active defect investigation program in the world. In the last three years alone [it] resulted in 524 recalls involving 23.5 million vehicles."

By August 2007, NHTSA wanted Toyota to issue a Lexus and Camry recall to remove the floor mats Toyota blamed for the acceleration problems. "Toyota assured us that this would solve the problem," said Nicole Nason, then NHTSA's administrator.

In their probe, NHTSA investigators asked Toyota, "Are you sure it's not the gas pedal?" Ms. Nason said. "They assured us it's just the floor mat."

Toyota says that, at that time, it had no indication of problems with the pedal design.

Toyota ended up recalling Camrys and ES350s from 2007 and 2008 model years. Owners were told to bring the cars to dealerships to get new mats. The action involved 55,000 cars.

After the recall, reports continued trickling in that it may not have resolved the issue. One major case was 2008's spectacular fatal crash in Michigan. On April 19 that year, Guadalupe Alberto, 77 years old, was driving a 2005 Camry on Copeman Boulevard, a residential street in Flint. She was traveling about 25 mph when the car accelerated to 80, according a lawsuit against Toyota in Michigan. The car raced about a quarter mile before going airborne and colliding with a tree, killing Ms. Alberto, according to the suit, in Genesee County circuit court. The suit remains under way.

Floor mats couldn't have been the cause. Ms. Alberto had removed hers days before the accident, said one of the attorneys handling the case against Toyota. The accident was similar in some ways to the "long duration" type excluded from NHTSA's first probe in 2004.

A year later, NHTSA was asked to open a new probe by a Minnesota man who said his Lexus ES350 took off on a highway and raced for two miles before he regained control. Toyota filed a rebuttal, saying it believed a floor mat was the cause.

Separately, since December 2008 Toyota's European unit had been looking into a problem causing cars in Ireland and England to surge or fail to slow. After months of testing, Toyota found the culprit: a plastic part in the pedal mechanism also widely used in the U.S.

Toyota redesigned the pedals for new cars coming off the assembly line. But it didn't issue a recall in Europe or notify U.S. regulators. Nor did Toyota alert its U.S. unit to the situation in Europe, according to a person familiar with the matter.

Last month, Toyota's Mr. Sasaki said the company didn't alert U.S. regulators then because it didn't see in the U.S. specific consumer complaints about sticky pedals, although a few complaints started to come in by early autumn.

The Europe issue hasn't been linked to accidents and isn't related to sudden acceleration because it happens near idle speeds. Toyota says it's looking into other potential causes.

Toyota is still very much run by its Japan headquarters, despite being active in the U.S. since 1957. Top leadership doesn't include U.S. executives. The Toyota officials who run the recall process are in Japan.

For reasons like these, Toyota often reacted relatively slowly to safety issues raised by NHTSA, according to three people familiar with Toyota's inner workings.

"What has really happened is a breakdown in communications within Toyota" between its D.C. office and Japan headquarters, said one of these people. "The Washington office didn't have the information it needed to provide to the government."

In August 2009, another fatal accident in the U.S. put the problem in the spotlight. Mark Saylor, a California Highway Patrol officer, was driving a Lexus ES350 near San Diego when it accelerated to more than 100 mph. As the car careened out of control, one occupant called 911 to report the emergency. The call ended when the car crashed.

Everyone in the car died, including Mr. Saylor, his wife, daughter and brother-in-law. A tape of the 911 call drew attention to the acceleration issue.

The Lexus, a loaner from a dealer that Mr. Saylor was driving while his car was being serviced, did have the all-weather mats. And a previous driver of the loaner had told the dealer the mat had hit the pedal.

At NHTSA, patience was wearing thin. Its deputy, Ronald Medford, summoned Toyota officials to a Sept. 25 meeting in Washington, and told them they needed to act faster to more fully resolve the mat problem. Replacing mats wasn't enough, he said. Toyota also had to alter its gas pedals to make sure they couldn't get caught on mats.

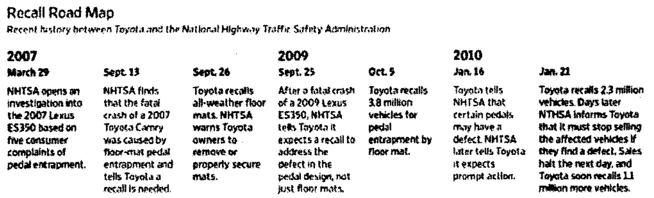
On Oct. 5, Toyota recalled 3.8 million vehicles to fix the floor-mat issue, its largest ever recall.

But tensions kept rising. On Nov. 3, Toyota put out a statement saying NHTSA had concluded that "no defect exists" in the recalled vehicles. A day later, in an unusually public rebuke, NHTSA released its own statement calling Toyota's "inaccurate and misleading."

Around the same time, the two were at odds again over a completely different issue. Toyota recalled Tundra pickup trucks for a corrosion problem that could lead to the spare tire falling off. But the recall hadn't come as quickly as NHTSA wanted, according to people familiar with the matter. Toyota had also been reluctant to include corrosion issues affecting the fuel tank, one person said.

On Jan. 8, Toyota amended its original recall to include the fuel-tank corrosion issue. In a letter to NHTSA, it stressed that it didn't consider the issue "a safety related defect."

Amid the clashes, NHTSA's Mr. Medford and other officials flew to Japan. On Dec. 15 they stood before about 100 Toyota executives and engineers and explained Toyota's obligation to comply with the U.S.'s defect-recall process, a Transportation Department official said.



Recall Road Map

Recent history between Toyota and the National Highway Traffic Safety Administration

2007			2009		2010	
March 29	**Sept. 13**	**Sept. 26**	**Sept. 25**	**Oct. 5**	**Jan. 16**	**Jan. 21**
NHTSA opens an investigation into the 2007 Lexus ES350 based on five consumer complaints of pedal entrapment.	NHTSA finds that the fatal crash of a 2007 Toyota Camry was caused by floor-mat pedal entrapment and tells Toyota a recall is needed.	Toyota recalls all-weather floor mats. NHTSA warns Toyota owners to remove or properly secure mats.	After a fatal crash of a 2009 Lexus ES350, NHTSA tells Toyota it expects a recall to address the defect in the pedal design, not just floor mats.	Toyota recalls 3.8 million vehicles for pedal entrapment by floor mat.	Toyota tells NHTSA that certain pedals may have a defect. NHTSA later tells Toyota it expects prompt action.	Toyota recalls 2.3 million vehicles. Days later NTHSA informs Toyota that it must stop selling the affected vehicles if they find a defect. Sales halt the next day, and Toyota soon recalls 1.1 million more vehicles.

Later, Mr. Medford met with a smaller group of Toyota executives. According to the official, Mr. Medford told them bluntly: Toyota was taking too long to respond to safety issues. He reminded them that Toyota is obligated under U.S. law to find and report defects promptly.

Mr. Sasaki, Toyota's quality chief, said the meeting included a "debate" in which NHTSA objected to Toyota's view that users needed to install the mats properly. NHTSA's response, he said, was Toyota couldn't expect that from every consumer. "NHTSA people expressed disbelief over Toyota's view, and we received some harsh words from them," he said.

On Jan. 4, NHTSA's new chief, Mr. Strickland, was sworn in. His first crisis walked in the door Jan. 19, when two Toyota executives told him that Toyota's Japan headquarters had known there was a flaw in the pedals, according to a person familiar with the situation.

A few days later, Toyota had the details of a 2.3-millon-vehicle recall worked out. But there was a hitch: Toyota didn't have enough parts in hand to make repairs immediately.

At times, NHTSA gives car makers extra time to get replacement parts ready before recall notices go out. This time, it was too late. And regulators told Toyota it would have to stop selling cars. On Jan. 26, that's what Toyota did.

Write to Kate Linebaugh at kate.linebaugh@wsj.com, Dionne Searcey at dionne.searcey@wsj.com and Norihiko Shirouzu at norihiko.shirouzu@wsj.com

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Regulators Hired by Toyota Helped Halt Investigations (Update4)

February 12, 2010, 05 35 PM EST

(Updates U.S. shares in 10th paragraph. See {EXT2 <GO>} for coverage of Toyota's recalls.)

By Jeff Green, Margaret Cronin Fisk, Angela Greiling Keane and Alan Ohnsman

Feb. 12 (Bloomberg) -- Former regulators hired by Toyota Motor Corp. helped end at least four U.S. investigations of unintended acceleration by company vehicles in the last decade, warding off possible recalls, court and government records show.

Christopher Tinto, vice president of regulatory affairs in Toyota's Washington office, and Christopher Santucci, who works for Tinto, helped persuade the National Highway Traffic Safety Administration to end probes including those of 2002-2003 Toyota Camrys and Solaras, court documents show. Both men joined Toyota directly from NHTSA, Tinto in 1994 and Santucci in 2003.

While all automakers have employees who handle NHTSA issues, Toyota may be alone among the major companies in employing former agency staffers to do so. Spokesmen for General Motors Co., Ford Motor Co., Chrysler Group LLC and Honda Motor Co. all say their companies have no ex-NHTSA people who deal with the agency on defects.

Possible links between Toyota and NHTSA may fuel mounting criticism of their handling of defects in Toyota and Lexus models tied to 19 deaths between 2004 and 2009. Three congressional committees have scheduled hearings on the recalls.

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Pedals, Floor Mats

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Combined worldwide recalls for pedals, floor mats and a software fix to adjust brakes on the Prius and other hybrid models rose to more than 8 million vehicles as of Feb. 8.

"A recall is bad for any automaker because they have to admit there's a defect in their vehicle and the repairs can be expensive," said Rebecca Lindland, a forecaster at IHS Global Insight Inc. in Lexington, Massachusetts.

'Pillars of Safety'

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All four of the probes the Toyota aides helped end were into complaints that the unintended acceleration was caused by flaws in the vehicles' electronic throttle systems. Toyota has denied that the system is a problem. U.S. Transportation Secretary Ray LaHood said on Feb. 3 that NHTSA is reviewing the electronics.

Toyota spokeswoman Martha Voss declined to make Santucci and Tinto available for comment.

"Anything Mr. Tinto and Mr. Santucci did was in the interest of full disclosure, transparency and openness with regulators and safety experts," Voss said in an e-mailed statement.

"Their actions have been consistent with our efforts to maintain the highest professional and ethical standards in all of our legal and regulatory practices. Their paramount concern was for the safety of every single owner of one of our vehicles."

'Sort of Deteriorates'

The NHTSA decisions on Toyota weren't necessarily biased just because former agency people were involved, said Sidney Shapiro, a law professor at Wake Forest University in Winston- Salem, North Carolina.

"I'm not sure regulators set out to say 'I'm going to give a special deal to my old friends in the auto industry,'" he said. "But what happens is it just sort of deteriorates because these are the only people you talk to."

There are no waiting-period requirements for moves to a company from its regulator for lower-level positions like those of Tinto and Santucci, said Allan Kam, former NHTSA senior enforcement attorney, who retired in 2000 after 25 years and said he was a "mentor" to Tinto at the agency. Santucci came to NHTSA after Kam's retirement.

"They're not supposed to deal with the agency about a matter they dealt with at the agency," he said. Neither former NHTSA employee testified to any such conflicts when asked by attorneys.

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In four of the five cases that were closed, Tinto and Santucci worked with NHTSA on Toyota's responses to the consumer complaints the agency was investigating, agency documents show.

Camrys, Solaras

The first closed case where NHTSA records show the involvement of Tinto and Santucci dealt with unanticipated acceleration by 2002 and 2003 Toyota Camrys and Solaras. The case, opened in March 2004, was the one Santucci testified about when he discussed limiting the scope of the probe. He did so in a deposition for a lawsuit filed on behalf of a Michigan woman who was killed in an April 2008 accident.

In that lawsuit, the family of Guadalupe Alberto, 76, says she died when her 2005 Toyota Camry sped out of control and crashed into a tree. The lawsuit blames a defect in the electronic throttle control, said attorney Edgar Heiskell, who represents the Alberto family.

"She blew past an intersection, witnesses saw her with both hands on the wheel," Heiskell said. "She appeared to be standing on the brake while steering."

On March 3, 2004, the agency told Toyota it was opening a preliminary investigation to determine "if the throttle control system could be the cause of vehicle surge or unwanted acceleration."

Santucci's Deposition

Santucci and Tinto worked with Santucci's former NHTSA co- workers, Scott Yon and Jeffrey Quandt, on the investigation, Santucci testified in his deposition. Yon and Quandt weren't available for comment, Alair of the Transportation Department said.

Twenty days after the probe began, NHTSA investigator Yon determined that the agency wouldn't investigate "longer duration incidents involving uncontrollable acceleration where brake pedal application allegedly had no effect," according to a document provided in the Michigan lawsuit.

"But that was after talking with you and Mr. Tinto, correct?" Heiskell asked during the deposition.

"Certainly, we talked to them in that time period," Santucci said.

NHSTA opted to limit the investigation to unintended acceleration events that lasted less than a second and those where the brake could be used to control the vehicle, or about 11 incidents with 5 crashes. In Toyota's initial response, Tinto identified 114 similar cases, according to NHTSA documents. The case was closed July 22, 2004, agency records show.

Wrong Pedal

The agency decided to limit the cases to eliminate instances where a driver may have used the wrong pedal, the Transportation Department's Alair said.

Santucci didn't work on unintended acceleration cases involving Toyota while at NHTSA and doesn't have a social relationship with former co-workers, he said in his deposition.

The second NHTSA-Toyota case settled with the automaker's input was a 2005 investigation requested by the owner of a 2002 Toyota Camry who reported two instances of unintended acceleration, one involving a crash. The owner cited eight other complaints from other Toyota drivers about similar episodes, without identifying the vehicle make and model.

Toyota said dealer representatives investigated 59 of 100 vehicles whose owners complained.

'Operating as Designed'

"In each of these vehicles, no evidence of a system or component failure was found and the vehicles were operating as designed," Tinto wrote in a Nov. 15 letter to NHSTA. He also cited the findings that ended the Camry investigation in 2004.

NHTSA ended its probe of the 2002 Camry in January 2006, citing lack of evidence of a problem and the agency's need to allocate "limited resources" to other investigations.

Tinto also weighed in on a broader August 2006 complaint about the Camry, this time covering model years 2002 to 2006. In that case, Tinto wrote that Toyota had found no abnormality in the throttle actuator, or controller, which the petitioner blamed. In the defect investigation notice, NHSTA noted 3,546 cases where Toyota had replaced throttle actuators under warranty terms.

The automaker did find evidence that returned actuators had corroded due to water intrusion caused by circumstances "such as driving through a flooded road, in the heavy rain or a hurricane" and a drain hose was modified to prevent future water intrusion, Tinto wrote in a Dec. 20, 2006, letter to the agency.

'Not Warranted'

NHTSA decided not to pursue the investigation, telling the owner "after reviewing the concerns raised by the petitioner and other information, NHTSA has concluded that further expenditure of the agency's investigative resources on the issues raised by the petition is not warranted."

In the fourth case, in 2008, Tinto told NHTSA the automaker couldn't find enough evidence to support allegations of unintended acceleration in 2006-2007 Toyota Tacoma pickup trucks.

The owner reported two incidents of unintended acceleration in his 2006 Tacoma and pointed to 32 similar complaints in the NHTSA database.

Toyota itself received complaints of 478 incidents involving 431 Tacomas, for model years 2004 to 2008, that allegedly increased engine speed when the accelerator pedal wasn't pushed, according to an April 25, 2008, memo by Tinto. Of those incidents, 49 resulted in a crash and 9 had injuries, he said.

Media Attention

After a review, Tinto said he disagreed that the complaints to NHSTA "in and of themselves justify opening an investigation" and said media attention to driver complaints contributed to the allegations.

"In Toyota's view, neither the consumer complaints nor the field study indicate the existence of any defect in the subject vehicles, much less a safety-related defect," he wrote.

NHTSA closed the investigation on Aug. 27, 2008, after an eight-month review, saying that "we have been unable to determine a cause related to throttle control or any underlying cause that gave rise to the complaint."

Tinto also may have helped thwart an attempt by the owner of a 2007 Lexus ES350 to reopen a NHTSA investigation that resulted in a 55,000-unit recall for floor mat problems.

The owner, Jeffrey Pepski of Plymouth, Minnesota, said he experienced an unintended acceleration incident in February 2009 and wanted the agency to probe other possible causes, such as the electronic throttle.

Limited Number

Tinto's response to NHTSA last May said the incident was Pepski's fault because his floor mat wasn't secured and that there was no need for a new investigation because the "limited number of such incidents does not suggest the existence of a safety-related defect in these vehicles."

U.S. Transportation Department, NHTSA and Toyota officials have been asked to appear on Feb. 24 before the House Oversight and Government Reform Committee and Feb. 25 before the House Energy and Commerce Committee to talk about the recalls. The Senate Commerce Committee plans a hearing March 2.

"At the heart of the matter is determining whether Toyota acted as quickly as possible to notify regulators there was a problem and whether or not government acted as quickly and diligently as possible to investigate and act," Representative Darrell Issa, a California Republican and ranking member of the House Committee on Oversight and Government Reform, said in a statement this week.

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Regulators Hired by Toyota Helped Halt Investigations (Update4)

February 12, 2010, 05:35 PM EST

(Updates U.S. shares in 10th paragraph. See {EXT2 <GO>} for coverage of Toyota's recalls.)

By Jeff Green, Margaret Cronin Fisk, Angela Greiling Keane and Alan Ohnsman

Feb. 12 (Bloomberg) -- Former regulators hired by Toyota Motor Corp. helped end at least four U.S. investigations of unintended acceleration by company vehicles in the last decade, warding off possible recalls, court and government records show.

Christopher Tinto, vice president of regulatory affairs in Toyota's Washington office, and Christopher Santucci, who works for Tinto, helped persuade the National Highway Traffic Safety Administration to end probes including those of 2002-2003 Toyota Camrys and Solaras, court documents show. Both men joined Toyota directly from NHTSA, Tinto in 1994 and Santucci in 2003.

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BusinessWeek

NEW BUSINESS February 18, 2010, 5:00PM EST

U.S. Regulators Hired by Toyota Have Helped Deflect Past U.S. Car Safety Probes

Court and government documents show that Christopher Tinto, Toyota's vice-president for regulatory affairs, and Christopher Santucci, who works for him, affected NHTSA investigations into alleged acceleration problems involving Toyota cars and pickups. An overview:

2004

The NHTSA informed Toyota in March 2004 that it was opening a preliminary investigation into whether a throttle control system could be the cause of vehicle surge or unwanted acceleration in 2002 and 2003 Toyota Camrys and Solaras. Tinto and Santucci worked closely with officials at NHTSA, which narrowed its investigation to about 11 incidents involving five crashes.

Outcome: The case was closed on July 22, 2004.

2005

Another set of complaints, including one from the owner of a 2002 Camry, about unintended acceleration problems resulted in another NHTSA review. Tinto wrote the agency in November that a Toyota dealership-led review of 59 vehicles whose owners complained of acceleration issues found that "no evidence of a system or component failure was found and the vehicles were operating as designed."

Outcome: NHTSA ended its probe in January 2006.

2006

Toyota and the NHTSA also received complaints in August 2006 about accelerator issues involving the Camry, this time covering model years 2002 to 2006. In that case, Tinto wrote to NHTSA officials that Toyota had found no abnormality in the throttle controller, which the petitioner had blamed, though Toyota did find evidence that water damage from heavy rain or from driving through a flooded road may have caused problems in specific cases.

Outcome: NHTSA ended the investigation in April 2007.

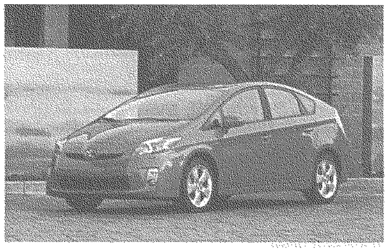
2008

Toyota received complaints involving 478 incidents where Tacoma pickup truck engines (for model years 2004 through 2008) allegedly speeded up even when the accelerator pedal wasn't pushed. Tinto told NHTSA officials the automaker couldn't find enough evidence to support allegations and an investigation wasn't warranted.

Outcome: NHTSA did conduct an eight-month review but closed the investigation on Aug. 27, 2008.

CNNMoney.com

Prius brakes: Toyota knew, didn't tell you



by Peter Valdes-Dapena, senior writer

February 4, 2010: 11:40 PM ET

NEW YORK (CNNMoney.com) -- Toyota has known about brake problems in its popular Prius cars for some time, going so far as to fix it in new production vehicles, but has kept Prius drivers in the dark about the problem until the Japanese government called for an investigation.

In the U.S., the National Highway Traffic Safety Administration announced Thursday that it is launching a formal investigation into the Prius brake problems, the first step on the road to a possible recall..

Prius hybrid cars coming off Toyota's assembly line in Japan have had an improved version of the software used to control the cars' brakes since January.

That's little consolation to those driving Priuses made before then which seem to be the source of mounting complaints about brake performance and have been linked to four crashes.

Prior to the revelation on Tuesday that the Japanese government was pushing Toyota to do something about mounting complaints about Prius brakes, Toyota had said nothing publicly about the problems.

As of Wednesday, 124 Prius owners in the United States had lodged formal complaints with the National Highway Traffic Safety Administration about brake problems with their cars. Prius owners in Japan, where the hybrid car is the nation's most popular model, have also lodged complaints about the problem.

A total of four crashes, two involving injuries, have been attributed to poor brake performance in 2010 model year Priuses.

Toyota issued an announcement Thursday saying it was cooperating with NHTSA's investigation.
The complaints have been very consistent.

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As described by NHTSA's Office of Defect Investigations "Consumers allege a momentary loss in braking during brake applications while traveling over an uneven road surface, pothole or bump in the roadway."

As one driver put it in a complaint posted to NHTSA's pubic Web site, "When braking, if a pothole or bump in the road is hit, the car seemingly jerks forward/accelerates for a split second."

Toyota officials in Japan described the problem as a "disconnect" in the vehicle's complex anti-lock brake system (ABS) that causes less than a one-second lag. At 60 mph, though, a vehicle will have traveled nearly another 90 feet before the brakes begin to take hold.

"The brakes become a little slow when you are using light braking under certain road conditions," Toyota managing officer Hiroyuki Yokoyama said. "But if you continue to step on them, the car will stop safely."

Yokoyama denied that Toyota was trying to cover up problems with the Prius's brakes, according to a report by the Wall Street Journal. The issue was handled as are most general quality problems, he said.

The software change was part of what Toyota called "constant quality i mprovements," Toyota executives said.

"Currently we are considering ways to explain this to our customers," Yokoyama said at a Japanese press conference. "Please give us time, we would like to come to a conclusion as soon as possible."

Brakes in hybrids such as the Prius operate differently from brakes in most cars. In addition to standard brakes, which use friction from pads pressed against drums or rotors, the electric motors in hybrids also help slow the car. The process also generates electricity to recharge the batteries.

Complex moment-by-moment calculations are needed to coordinate the two separate braking systems in order to provide smooth braking performance.

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Posted: 7:02 p.m. Feb. 9, 2010

Toyota says it knew of Prius brake issue in '09

By JUSTIN HYDE
FREE PRESS WASHINGTON STAFF

WASHINGTON – Toyota told U.S. safety regulators today it was first aware of complaints about the brakes in the 2010 Prius hybrid as early as October 2009, but decided the anti-lock system was "operating as designed."

In reversing that judgment today with a recall of 437,000 hybrids worldwide, the Japanese automaker added to questions about how it handled safety issues in its vehicles. The Prius hybrid, along with a separate recall of a handful of Camry sedans, brought forth another set of apologies from Akio Toyoda, chief executive and grandson of Toyota's founder.

The news came as investigators for the U.S. House Committee on Oversight and Government Reform questioned the steps Toyota and the National Highway Traffic Safety Administration have taken so far to address more than 2,000 complaints of sudden acceleration in Toyota and Lexus models.

"There appears to be a growing body of evidence that neither Toyota nor NHTSA have identified all the causes of sudden unintended acceleration in Toyota vehicles," committee investigators told lawmakers in a memo this week. "Moreover, there is substantial evidence that remedies such as redesigned floor mats have failed to solve the problem."

The world's largest automaker will update the anti-lock brake software on 133,000 2010 model year Prius hybrids and 14,500 Lexus HS250h models in the United States. Toyota acknowledged last week that the Prius had a problem with its anti-lock braking system that could cause the vehicle to surge momentarily after hitting a bump or pothole. The Japanese automaker had changed the software in production last month.

The second recall will allow dealers to check hoses on 7,300 2010 model year Camry sedans. In certain models, a power steering hose may rub a front brake tube, leading to a hole in the brake tube and a brake fluid leak. Toyota said it had found that problem in March 2009, but had no reports of it happening from owners.

Writing in an opinion piece for the Washington Post, Akio Toyoda apologized for his company's errors, and vowed to launch a "top-to-bottom" review of the automaker to improve its quality, including a new group focused on U.S. engineering.

[Page 2 of 2]

"We have not lived up to the high standards you have come to expect from us. I am deeply disappointed by that and apologize," Toyoda wrote. "As the president of Toyota, I take personal responsibility."

Federal officials said they would monitor Toyota's actions during the recall, after U.S. Transportation Secretary Ray LaHood said last week that Toyota had to be goaded into action at every step of the way toward the two previous recalls totaling 5.6 million vehicles for problems linked to sudden acceleration. LaHood spoke with Toyoda last week, and said the automaker "takes U.S. safety concerns very seriously."

U.S. officials "will remain in constant communication with Toyota to hold them to that

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promise," LaHood said in a statement.

NHTSA officials said they would also review roughly 80 complaints over steering in the 2009 Toyota Corolla, but had not opened any formal investigation. The agency typically receives 30,000 complaints a year about vehicle safety issues and says it reviews all of them.

Toyota's U.S. chief Yoshimi Inaba was set testify Wednesday to the House Oversight committee, which is one of three congressional panels investigating the response of Toyota and federal investigators to thousands of sudden acceleration complaints in Toyota models, dating back to 2003. U.S. officials had opened a probe of the new Prius last week after citing 124 complaints of surging, including reports of four accidents and two minor injuries.

But the hearing has been postponed to Feb. 24 because of forecasts for seven to 12 inches of snow in Washington through Wednesday afternoon. The House Energy and Commerce Committee is set to hold its hearing Feb. 25, while the Senate Commerce Committee hearing is slated for March 2.

The recall does not involve any other model years of Prius, which Toyota said used a different anti-lock brake system. Worldwide, the recall affects 437,000 Priuses, bringing Toyota's total recalled vehicles for the year to 7 million around the globe.

The automaker will mail letters to owners of the affected vehicles over the next couple of weeks to take their vehicles to dealers for repairs. Because the fix was already made in production, Toyota will not stop building Prius hybrids, but will halt the line assembling Lexus HS250h models to perform the upgrade.

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Toyota calls in Exponent Inc. as hired gun

The California engineering firm is known for helping big corporations weather messy disputes. It denies accusations that it skews results to benefit its clients.

By Ken Bensinger and Ralph Vartabedian

February 18, 2010

When some of the world's best-known companies faced disputes over secondhand smoke, toxic waste in the jungle and asbestos, they all turned to the same source for a staunch defense: Exponent Inc.

Now that same engineering and consulting firm has been hired by Toyota Motor Corp. as it seeks to fend off claims that sudden acceleration in its vehicles could be caused by problems in its electronic throttle systems.

A 56-page report that Menlo Park, Calif.-based Exponent sent to Congress on Feb. 9 found that the system behaved as intended and that Exponent was "unable to induce . . . unintended acceleration or behavior that might be a precursor to such an event."

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But Exponent's research has come under fire from critics, including engineers, attorneys and academics who say the company tends to deliver to clients the reports they need to mount a public defense.

"If I were Toyota, I wouldn't have picked somebody like Exponent to do analysis," said Stanton Glantz, a cardiologist at UC San Francisco who runs a database on the tobacco industry that contains thousands of pages of Exponent research arguing, among other things, that secondhand smoke does not cause cancer. "I would have picked a firm with more of a reputation of neutrality."

Mike Gaulke, executive chairman of Exponent and an employee of the company since 1992, called critiques that it produced only favorable research a "cheap shot."

"Do we tell our clients a lot of what they don't want to hear? Absolutely," Gaulke said.

He said the firm often comes up with results that don't favor clients, although he couldn't provide specific examples.

Toyota says that it stands by the study -- and the company.

"Exponent's credentials are widely recognized and the firm has conducted testing for a wide variety of clients from the corporate, government and nonprofit sectors," said Toyota spokesman Mike Michels.

"We believe they are an appropriate choice to conduct independent testing of electronic control systems. Their research will be comprehensive and subject to peer review as well as public inspection."

In the more than 40 years since it was founded by a group of Stanford PhDs, Exponent has worked for clients including Boeing Co., General Electric Co. and Ford Motor Co., primarily providing research for defense testimony in lawsuits.

According to Gaulke, 65% of the company's revenue comes from materials for litigation.

Boasting $228 million in annual revenue, the company employs about 900 people, about one-third of them holding doctorates. The company, formerly named Failure Analysis Associates Inc., changed its name in the 1990s.

In the late 1980s, it was hired by Suzuki to conduct tests that showed that the Samurai sport utility vehicle wouldn't tip over during turns at 38 mph, disputing research published by Consumer Reports magazine. In Exponent's research, the Samurai successfully completed turns at 43 mph. It called the Consumer Reports test "stunt like."

About 10 years ago, Ford, General Motors Corp. and Chrysler hired Exponent to help with their defense in a slew of lawsuits filed by mechanics who alleged that asbestos in brakes caused them health problems. Exponent's findings upheld the automakers' argument that the brakes were not a hazard.

The firm was hired by Exxon to show that a double hull probably would not have prevented the Valdez disaster of 1989. It was also hired by NASA to help determine causes of the Challenger shuttle explosion, and by the Federal Emergency Management Agency to survey the damages to the Alfred P. Murrah Federal Building after the Oklahoma City bombing.

Swiss Re, an insurer of the World Trade Center, hired Exponent after the Sept. 11, 2001, terror attacks to argue its case that it should have to pay only half the $7 billion in claims sought on the grounds that the collapse of one tower would have compromised the entire complex even if the second tower had not fallen.

Last May, the Amazon Defense Coalition alleged that an Exponent study finding that dumping oil waste in the Ecuadorean rain forest did not increase cancer rates was tainted because the firm's largest shareholder was a member of the board of Chevron Corp., which commissioned the study.

"The director involved was an outside director," Gaulke said. "I doubt he knew that we worked on that."

In the Toyota study, Exponent purchased six Toyota and Lexus vehicles from the 2002 through 2008 model years, testing them and comparing their performance to a 2008 Honda Accord.

The report describes how the Toyota electronic throttle control system operates and a few experiments that attempted to disrupt the normal function of the throttle, with no results.

"In all cases, the vehicle either behaved normally or entered a fail-safe mode where engine power was significantly reduced or shut off," the study found.

But the tests described by Exponent did not appear to duplicate the sophisticated methods that automotive engineers say are needed to ensure that electromagnetic interference does not cause failure of the hardware or software of engine controls. Indeed, Exponent did not say it placed any Toyota vehicle in a test chamber that automakers routinely use to bombard cars with high-powered electromagnetic signals known to disrupt automotive electronics.

Cindy Sage, an environmental consultant in Santa Barbara who specializes in electromagnetic interference, said that much more extensive testing than described in the report would be necessary to find a potential problem.

Sage, who has faced off against Exponent witnesses on safety issues in the past, said Toyota's hiring of Exponent was telling.

"The first thing you know is that when Exponent is brought in to help a company, that company is in big trouble," she said.

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Newsweek

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Toyota's Murky Data

By Matthew Philips | **Newsweek Web Exclusive**
Feb 12, 2010

Whenever an airplane crashes, investigators focus on the black-box data, which may explain why the plane went down. Though most drivers don't realize it, two thirds of new U.S. automobiles have black boxes, too. They're called "event data recorders." These devices tell the airbags when to deploy, but they also record the car's speed, whether the brake or gas pedal was engaged, and if seat belts were fastened. They've become such a vital tool to car-crash investigators that the National Highway Traffic Safety Administration (NHTSA) has issued new requirements, which take effect in 2012, standardizing exactly what data the devices measure.

In theory these black boxes could help explain what's causing the sudden acceleration problems that led Toyota to recall millions of vehicles. There's just one catch: Toyota keeps its data secret. Ford, GM, and Chrysler's black boxes use an open platform that allows law-enforcement officials to download data. But only Toyota is able to download the proprietary data off its devices. In fact, there's just one laptop in the entire country capable of reading a Toyota data recorder, and Toyota will download one only under court order, or at the request of law enforcement or the NHTSA.

Though Honda and Nissan also use proprietary data recorders, Toyota's closely guarded system is raising concerns among safety experts. "Every time Toyota downloads these things, they say there's no indication of a problem," says Sean Kane, founder of Safety Research & Strategies, Inc., a consumer safety group. "It's the most opaque system I've ever seen." It's also causing frustration among accident investigators. "Even when they do perform a download, it's usually not that useful," says April Yergin, a Houston-based accident-reconstruction expert. Last month Yergin watched a Toyota rep download data in Southlake, Texas, after a 2009 Avalon hit a tree and landed upside down in a pond, killing all four passengers. A Toyota rep showed up with the special laptop, but it yielded only the car's speed when it struck the tree: 44mph.

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Even though Toyota models have had data recorders since 1999, the company downplays the usefulness of the data, saying the devices were intended to aid research on safety systems like airbags. "It was not designed as a tool for accident reconstruction, and we do not believe it yields consistent or reliable data," says Toyota spokesman Mike Michels. Toyota says it's supplied data in about 200 accident cases, and just once did the case turn on the numbers.

Regardless, with lawyers across the country preparing lawsuits against Toyota, there's likely to be a clamor for more data. Michigan Rep. John Dingell is interested in the issue, too: his office supplied NEWSWEEK with a Feb. 3 letter he wrote to Toyota's CEO asking if its black-box data could be easily read by people other than Toyota employees—and if not, why? Yergin says, "They're going to be sorry they've made the system so closed." As Toyota's problems move into the courtroom, the company may have to learn to share.

With Mark Hosenball

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FEBRUARY 14, 2010

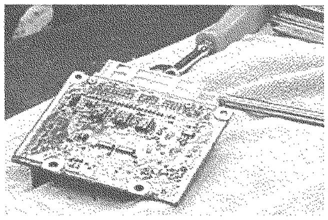
Toyota Woes Put Focus on Black Box

Auto Maker Says Its Data Recorder May Not Help in Reconstructing Accidents

By DIONNE SEARCEY And KATE LINEBAUGH

The safety problems that have engulfed Toyota Motor Corp. are focusing renewed attention on one of the most controversial components in an automobile: the black box.

The box, officially called an "event data recorder," is a small, square, virtually indestructible c ontainer akin to those found on commercial airplanes. Tucked inside the dash or under the front seats of most newer vehicles, it records vehicle and engine speeds as well as brake, accelerator and throttle positions and other data that can help determine the causes of accidents.



Roberts & Roberts Law Firm

The black box from a Toyota Avalon involved in a December crash

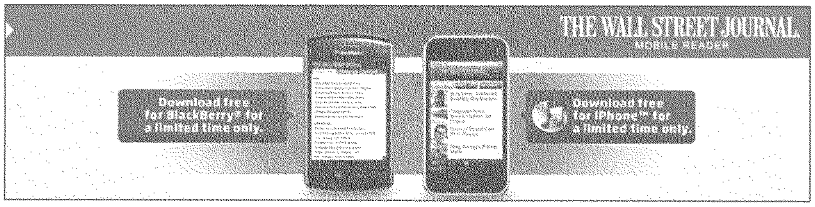
Now, lawyers and safety advocates are stepping up efforts to get access to the data stored inside the Japanese auto maker's vehicles, in hopes it will shed light on what could be causing several Toyota models to speed up suddenly, an issue that has sparked the recall of millions of vehicles and has been blamed for multiple fatal accidents. U.S. highway-safety officials said Monday they were reviewing nine new cases of fatal crashes, involving 13 deaths, potentially linked to Toyotas that may have sped up unintentionally.

Plaintiffs' lawyers and their clients in auto-accident cases say they have butted heads with Toyota over access to its black-box data, or have gotten data from the company that sheds little light on the causes of the crashes at issue. Among the problems they encounter is that only Toyota can read the black-box information in its vehicles, and it says it only makes the data available when requested to do so by law enforcement, federal regulators or by court order.

By contrast, the three Detroit auto makers have black-box formats that can be read without their involvement using commercially available tools.

Police and lawyers say Toyota sometimes fights their efforts to use black-box data to reconstruct accidents, in part because the company says the data it retrieves from the boxes may not be useful in accident reconstruction and has contained errors.

The device is a prototype and "is still



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experimental," said Toyota spokesman Mike Michels. "We have found anomalies in the data that are part of our development of the system. It is our position that it is not reliable for accident reconstruction."

Safety regulators also cast some doubt on the value of black-box data in determining the cause of an accident. The recorders "are of limited value in crash investigations because they record only a few parameters and only in the last couple of seconds prior to a crash," said a Transportation Department official.

U.S. auto makers General Motors Co., Ford Motor Co. and Chrysler Group LLC have provided their black-box data formats to Bosch Diagnostics, a unit of German auto supplier Robert Bosch GmbH that makes tools that download crash logs from vehicles made by those auto makers. Those tools are widely used by police, crash investigators and attorneys, and the auto makers don't question the accuracy of the data retrieved with them.

Associated Press

Line technician Bobby Rewoldt II installs a shim into a CTS accelerator pedal for a 2010 Toyota Corolla.

Licensing the data formats to allow a third party to make to retrieve black-box data "is an efficient means of facilitating direct access" by government agencies, such as safety regulators and law enforcement, GM spokesman Alan Adler said in an email.

Richard Ruth, a safety and black-box expert who worked at Ford for 33 years, said making the data accessible to investigators and law-enforcement officers often works to the benefit of auto makers. "In some cases, the data works against the auto maker, but in the vast majority of cases it is helping to take out fraudulent and trumped-up claims" in lawsuits, he said.

Toyota, like Japanese peers Honda Motor Co. and Nissan Motor Co., has a proprietary black-box system, and it says the data it collects isn't intended or capable of accident reconstruction because it is only recorded for a short duration—about one second. The system mainly monitors the performance of a vehicle's safety devices, such as air bags, seat belts and, in some cases, throttle application. Toyota says there is no rule or legislation that requires otherwise until a new NHTSA rule comes into effect later in the decade.

Police in Auburn, N.Y., have asked Toyota to try to recover data from the black box in a 2010 Toyota Camry, hoping to shed light on the cause of a fatal accident on Nov. 27. According to police, 55-year-old Barbara A. Kraushaar drove through three downtown stoplights at high speed and crashed into another vehicle, killing its driver, Colleen Trousdale. Police say Ms. Kraushaar, who survived the accident, may have had a stroke.

Ms. Kraushaar later told officers it was like the car had a mind of its own, prompting them to further investigate whether sudden acceleration may have played a role.

Getting data from the black box is "the last key to the puzzle," said Auburn Police Lt. Shawn Butler.

According to the Auburn police, an investigator from the National Highway Traffic Safety Administration arrived in town and took the Camry's data recorder, saying he planned to take it to California, where Toyota has its U.S. headquarters, so their expert could download the data, along with that from several other black boxes from crashes across the nation.

NHTSA didn't reply to requests for comment on the Auburn incident.

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Lt. Butler said he is concerned that Toyota, which could potentially be at fault in the accident, is the only party able to read the data. "We're at their mercy, and it doesn't give you a good feeling," he said.

The auto industry's use of electronic data recorders began in the early 1990s to record the conditions in cars before air bags deployed. Their use has been expanded in the past decade, and they now collect a wider variety of data.

The most-advanced recorders can present a picture of how a car is operating in the last five seconds before a crash, and help auto makers understand how their vehicles operate on the road in the absence of mechanical evidence. As auto makers added more and more electronics to control brakes, steering, gas pedals and other key components, some of the systems were improved to help monitor those controls in the seconds surrounding impact.

In 2006, NHTSA set black-box standards and issued a rule that if a manufacturer equips a vehicle with a black box, then it must also make available to car owners the tools to download and read the data. Auto makers have pushed back the implementation of the rule by one year to Sept. 1, 2012, the start of the 2013 model year. And the Alliance of Automobile Manufacturers, an industry trade group that includes Toyota, last year requested another one-year delay, citing the adverse economic climate.

Toyota says it intends to comply with the rule.

Toyota now is under intense scrutiny because of complaints that its cars can have a tendency to accelerate without the driver hitting the gas pedal. The issue forced the company to recall six million vehicles in the U.S. to fix two potential causes. One recall involves thick rubber floor mats that can catch on the gas pedal and hold it down; the other involves the gas pedal itself, which can get stuck or let up slowly under certain conditions.

Sudden acceleration is suspected as the cause in several fatal accidents involving Toyotas, and some plaintiffs' attorneys in those cases are seeking access to the vehicles' black boxes.

In 2007, Bulent Ezal was pulling into the parking lot of a cliffside restaurant in Pismo Beach, Calif., when his 2005 Camry surged, went over the bluff and crashed on rocks 70 feet below. Mr. Ezal, 75, survived, but his wife, who was in the passenger seat, was killed.

"The car took off with force, pushing me back into my seat and cleared the curb," Mr. Ezal said in a recent interview. "The last thing I remember is my wife screaming, and I was looking at the clear blue sky."

Police could find no mechanical fault, and so concluded Mr. Ezal must have been to blame, said Donald Slavik, an attorney representing Mr. Ezal in a 2007 lawsuit filed against Toyota in California state court in San Luis Obispo. Mr. Slavik said he has been trying to get data from the car's black box for nearly three years. He said Toyota would provide the data only if Mr. Slavik got a court to order the company to do so. Mr. Slavik said Toyota has since told him the data in the black box would be unusable.

On one recent occasion, Toyota retrieved black-box data from a car involved in a fatal crash, but law-enforcement officers said the information was inconclusive.

On Dec. 26, Monty Hardy, 56, was driving three passengers in his 2008 Toyota Avalon on Lonesome Dove Drive in Southlake, Texas, when the car ran through a stop sign at about 45 mile per hour, crashed through a fence, struck a tree and landed upside down in a pond, according to a police report. All four occupants were killed.

Mr. Hardy was on medication for epilepsy but had been cleared by his doctors to drive. His autopsy didn't indicate he had suffered a seizure. Randy Roberts, an attorney hired by Mr. Hardy's wife, Linda, said the Hardys had taken the car to their Toyota dealer before the crash to complain about the car accelerating suddenly.

After the crash, investigators from NHTSA and Toyota's black-box expert flew to Texas to join

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police in searching for the cause of the accident. They found the black box in the car covered in muck from the pond.

According to police reports, the Toyota investigator tapped into the box and said the only data it contained was the difference in the speed of the car immediately before and after hitting the fence and the tree.

"I don't believe it for one minute," said Mr. Roberts, the attorney.

Mr. Michels, the Toyota spokesman, confirmed a Toyota representative did download the data in the Southlake crash and said he didn't know whether the data were usable. He declined to comment further because the investigation is continuing.

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AP Interview: LaHood says Toyota slow to respond

By KEN THOMAS and STEPHEN MANNING, Associated Press Writers
Tue Feb 2, 5:21 pm ET

WASHINGTON – The Obama administration's top transportation official sharply criticized Toyota Motor Corp. on Tuesday for dragging its feet on safety concerns over its gas pedals, suggesting the automaker was "a little safety deaf" to mounting evidence of problems.

Transportation Secretary Ray LaHood told The Associated Press that federal safety officials had to "wake them up" to the seriousness of the safety issues that eventually led Toyota to recall millions of popular brands like Camry and Corolla. That included a visit to Toyota's offices in Japan to convince them to take action.

"They should have taken it seriously from the very beginning when we first started discussing it with them," LaHood told AP. "Maybe they were a little safety deaf."

LaHood also said the government was considering civil penalties for Toyota over its handling of the recalls but declined to elaborate. The potential fines were first reported by the Detroit News. The largest auto industry fine came in 2004, when General Motors paid $1 million for responding too slowly on a recall of nearly 600,000 vehicles over windshield wiper failure.

The pointed comments came as Toyota showed just how painful the recall has been for the automaker that makes some of the best-selling vehicles in the United States. Sales fell 16 percent in January, hurt by Toyota's decision to halt sales while it sorted out a fix for problems with faulty gas pedals. Most other automakers reported sales gains for the month as the broader industry continued to show signs of improvement.

One of the more trusted brands of cars and trucks, Toyota is scrambling to repair both vehicles subject to its broad recalls and its image with consumers. Toyota executives apologized Monday to consumers for the problems, which has shaken the confidence of many Toyota drivers.

That problem prompted the company to recall 2.3 million vehicles two weeks ago in the United States. Toyota hopes a small steel insert the size of a postage stamp will solve problems with friction that are blamed for the potential glitch. Dealers said they expected to receive parts for the fix starting Wednesday.

LaHood said the Toyota recalls "may be the most serious safety issue that we have faced here at DOT" during his tenure. "This is a big deal, this is a big safety issue," LaHood said.

Asked for reaction to LaHood's comments to the AP, Toyota said in a statement Tuesday: "Nothing is more important to us than the safety and reliability of the vehicles our customers drive. Secretary LaHood said to us that the soonest possible action would be in the best interests of our customers, and we took his advice very seriously and instituted a recall."

"We are very grateful for his advice and we feel that we have been given a chance to regain our customers' trust," Toyota said.

LaHood said there appeared to be a disconnect between Toyota's North American offices and the company's headquarters in Japan. Toyota officials in North America took the problem seriously, but the Japan operation needed to be prodded, he said. LaHood said it took a trip by a top transportation official to Japan "to wake them up to the idea that this is a serious issue."

LaHood confirmed that the government was investigating potential electronic problems in the Toyota vehicles but declined to discuss the ongoing investigation. A Transportation official, who was not authorized to speak publicly about the investigation, said the government was taking a fresh look at the electronic throttle control system and potential electromagnetic interference.

In October, Toyota recalled more than 4 million vehicles to replace floor mats that were suspected of causing accelerators to get stuck, leading to crashes. The recall has since grown to more than 5 million vehicles. Toyota has announced a separate fix for that problem, and parts for that repair are expected to arrive at dealerships beginning later this week.

Beginning in 2003, the government conducted several investigations into reports of unwanted acceleration involving Toyota vehicles but failed to find any evidence that the vehicles were defective. When the government probed reports of floor mats in Lexus vehicles jamming gas pedals, Toyota said there was "no possibility of pedal interference" with the floor mats if they were placed properly and secured.

But a government survey of Lexus owners found dozens of reports of sudden acceleration and evidence that in some crashes owners had pressed hard on the brakes but failed to stop the vehicles. The investigation led Toyota to recall an accessory all-weather floor mat for 55,000 Lexus vehicles in September 2007.

The problems grew last August when a California Highway Patrol officer and three family members were killed in a high-speed crash aboard a 2009 Lexus ES350. The Lexus hit speeds exceeding 120 mph, struck a sport utility vehicle, launched off an embankment, rolled several times and burst into flames as a family member called 911.

LaHood said the seriousness of the issue was clear after federal officials listened to 911 tapes from the crash. The caller told the dispatcher that the accelerator was stuck and the vehicle was speeding up shortly before the call goes dead.

"It's a serious safety issue," LaHood said. "We're not going to sit by and let these kinds of crashes occur without them taking very, very quick action."

Congress is expected to also take a close look at the government's role in the Toyota recalls. LaHood and Yoshi Inaba, chairman and CEO of Toyota Motor North America, were asked to testify next week in front of the House Oversight and Government Reform.

Separately, the investigative panel of the House Energy and Commerce Committee is planning a Feb. 25 hearing on the Toyota cases. That panel asked Toyota Tuesday for more information on the timing of its recall and its proof that electronics were not to blame for the pedal problems.

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The Washington Post

Toyota's plan to repair its public image

By Akio Toyoda
Tuesday, February 9, 2010; A17

More than 70 years ago, Toyota entered the auto business based on a simple, but powerful, principle: that Toyota would build the highest-quality, safest and most reliable automobiles in the world. The company has always put the needs of our customers first and made the constant improvement of our vehicles a top priority. That is why 80 percent of all Toyotas sold in the United States over the past 20 years are still on the road today.

When consumers purchase a Toyota, they are not simply purchasing a car, truck or van. They are placing their trust in our company. The past few weeks, however, have made clear that Toyota has not lived up to the high standards we set for ourselves. More important, we have not lived up to the high standards you have come to expect from us. I am deeply disappointed by that and apologize. As the president of Toyota, I take personal responsibility. That is why I am personally leading the effort to restore trust in our word and in our products.

For much of Toyota's history, we have ensured the quality and reliability of our vehicles by placing a device called an andon cord on every production line -- and empowering any team member to halt production if there's an assembly problem. Only when the problem is resolved does the line begin to move again.

Two weeks ago, I pulled the andon cord for our company. I ordered production of eight models in five plants across North America temporarily stopped so that we could focus on fixing our customers' vehicles that might be affected by sticking accelerator pedals. Today, Toyota team members and dealers across North America are working around the clock to repair all recalled vehicles.

But to regain the trust of American drivers and their families, more is needed. We are taking responsibility for our mistakes, learning from them and acting immediately to address the concerns of consumers and independent

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The Washington Post

Toyota's plan to repair its public image

government regulators.

First, I have launched a top-to-bottom review of our global operations to ensure that problems of this magnitude do not happen again and that we not only meet but exceed the high safety standards that have defined our long history. As part of this, we will establish an Automotive Center of Quality Excellence in the United States, where a team of our top engineers will focus on strengthening our quality management and quality control across North America.

Second, to ensure that our quality-control operations are in line with best industry practices, we will ask a blue-ribbon safety advisory group composed of respected outside experts in quality management to independently review our operations and make sure that we have eliminated any deficiencies in our processes. The findings of these experts will be made available to the public, as will Toyota's responses to these findings.

Third, we fully understand that we need to more aggressively investigate complaints we hear directly from consumers and move more quickly to address any safety issues we identify. That is what we are doing by addressing customer concerns about the Prius and Lexus HS250h anti-lock brake systems.

We also are putting in place steps to do a better job within Toyota of sharing important quality and safety information across our global operations. This shortcoming contributed to the current situation. With respect to sticking accelerator pedals, we failed to connect the dots between problems in Europe and problems in the United States because the European situation related primarily to right-hand-drive vehicles.

Toyota will increase its outreach to government agencies charged with protecting the safety of motorists and passengers. I have spoken with U.S. Transportation Secretary Ray LaHood and given him my personal assurance that lines of communications with safety agencies and regulators will be kept open, that we will communicate more frequently and that we will be more vigilant in responding to those officials on all matters.

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The Washington Post

Toyota's plan to repair its public image

In recent years, much has been written about what we call "the Toyota Way" -- the values and principles at the heart of our company. Chief among these is our unwavering commitment to continuous improvement: going to the source of a problem and fixing it. While problems with our cars have been rare over the years, the issues that Toyota is addressing today are by far the most serious we have ever faced.

But great companies learn from their mistakes, and we know that we have to win back the trust of our customers by adhering to the very values on which that trust was first built. The hundreds of thousands of men and women at Toyota operations worldwide -- including the 172,000 team members and dealers in North America -- are among the best in the auto industry. Whatever problems have occurred within our company, the strength and commitment to fix them resides within our company as well.

You have my commitment that Toyota will revitalize the simple but powerful principle that has guided us for 50 years: Toyota will build the highest-quality, safest and most reliable automobiles in the world.

The writer is president of Toyota Motor Co.

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http://www.washingtonpost.com/wp-dyn/content/article/2010/02/08/AR2010020803078_pf.html

Print Powered By Dynamics

Toyota Washington, DC

Yoshi Inaba

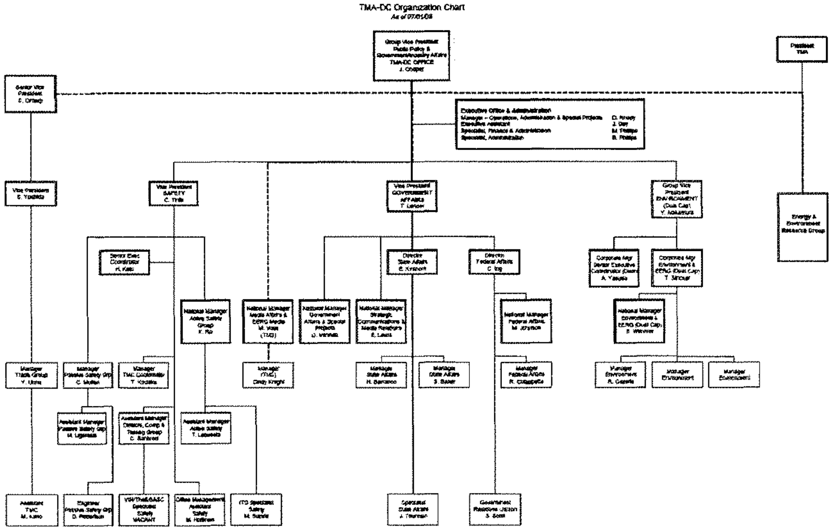
July 6, 2009

Washington Office

Agenda

- Overview
- Key Issues
- Discussion

Washington Office



TMA-DC Organization Chart

As of 07/01/08

Washington Office

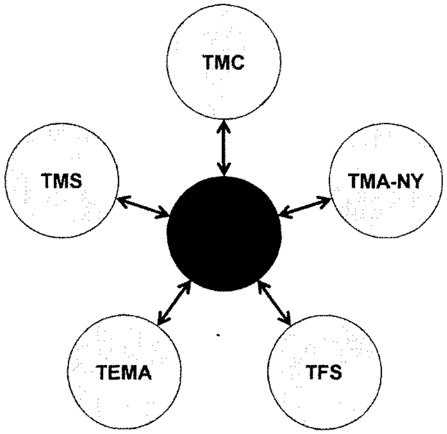
Mission:

Support Toyota Business

Goal	Role
▪ Promote Toyota's Agenda	Provide Information & analysis
▪ Protect our interests	Make recommendations
▪ Maintain receptive environment	Shape policies & regulations for
to grow our business	One voice decisions

Washington Office

Work with TMC and affiliates



- **Promote Toyota's interests**
- **Inform, Advise, Coordinate**
- **Formulate one voice policy positions**

Washington Office

External Resources

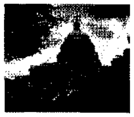
- trade associations
- think tanks
- political organizations
- consultants & lawyers

THE SPIRIT OF ENTERPRISE ★ U.S. CHAMBER OF COMMERCE

The Brookings Institution

AIAM

AUTO ALLIANCE
DRIVING INNOVATION



Washington Office

Toyota Challenges

- **Changing political environment**
  - Continuing Economic difficulty
  - Activist Administration & Congress – increasing laws & regulation
  - Massive government support for Detroit automakers

- **Greater expectations for Toyota**
  - Higher profile – industry, government, media
  - Expertise / Opinion sought
  - Expectation to be a leader

Washington Office

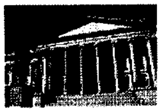
Wins for Toyota & Industry

- One National Program
- “Card Check” - legislation delayed
- Scrappage bill passed
- No FFV Mandate (yet)
- Vehicles not in Climate legislation
- Favorable recall outcomes
- Secured safety rulemaking favorable to Toyota

Washington Office

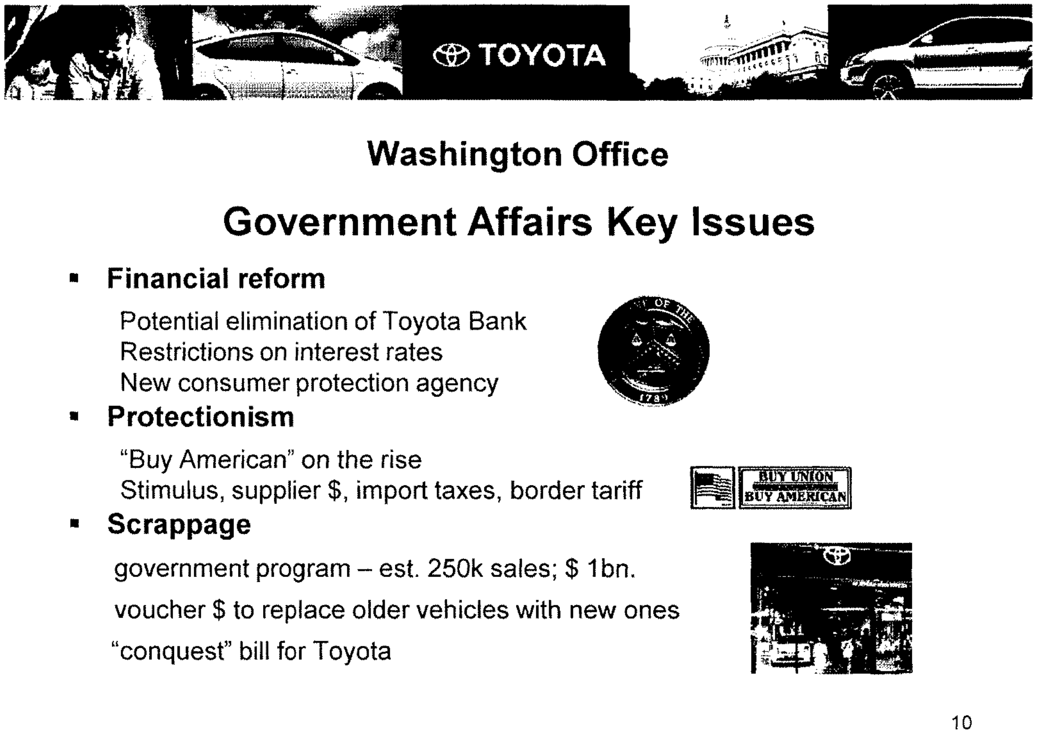
Government Affairs Key Issues

- **Fuel Economy/GHG regulations**
  - One National program
  - Certainty for compliance and product development
  - Increase cost for vehicle production and prices
- **Government $ for GM/Chrysler**
  - Not a level playing field
  - $ 85 billion to date
  - DOE loans $ 7 billion to Ford, Nissan, Tesla



- **Labor issues: "Card Check"**
  - Easier union organizing
  - Increased labor costs
  - Mandated contracts

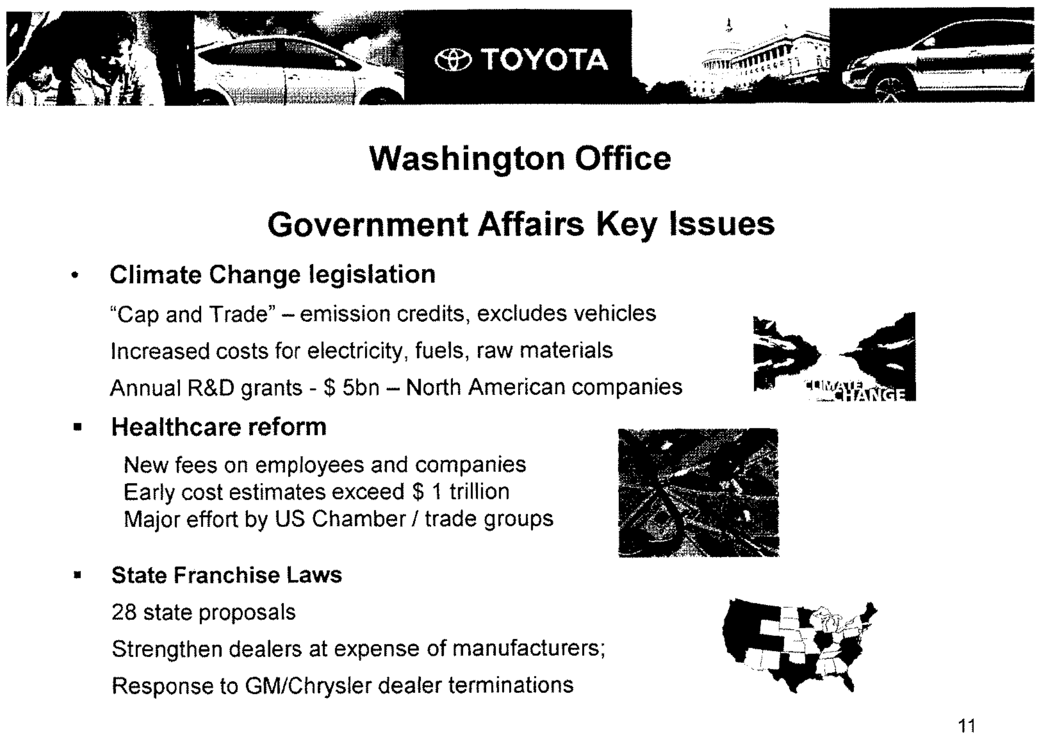
9


TOYOTA
BUY UNION
BUY AMERICAN

Washington Office

Government Affairs Key Issues

- **Financial reform**
  - Potential elimination of Toyota Bank
  - Restrictions on interest rates
  - New consumer protection agency
- **Protectionism**
  - "Buy American" on the rise
  - Stimulus, supplier $, import taxes, border tariff
- **Scrappage**
  - government program – est. 250k sales; $ 1bn.
  - voucher $ to replace older vehicles with new ones
  - "conquest" bill for Toyota



Washington Office

Government Affairs Key Issues

- **Climate Change legislation**
  - “Cap and Trade” – emission credits, excludes vehicles
  - Increased costs for electricity, fuels, raw materials
  - Annual R&D grants - $ 5bn – North American companies
- **Healthcare reform**
  - New fees on employees and companies
  - Early cost estimates exceed $ 1 trillion
  - Major effort by US Chamber / trade groups
- **State Franchise Laws**
  - 28 state proposals
  - Strengthen dealers at expense of manufacturers;
  - Response to GM/Chrysler dealer terminations

TRA Safety - Responsibilities

1. Monitor and Affect Regulation & Legislation
2. Vehicle Defect/Compliance and 3rd Party Crash Testing
3. Manage/Coordinate/Expand TMC Safety Research w/Outside Entities
4. ITS/VII activities (Regulatory/legislative implications)
5. Support PR Activity to Enhance Toyota's Image w/ Government/Public
6. Monitor Market Trends Related to Safety

Key Safety Issues

NHTSA
www.nhtsa.gov

- U.S. DOT/NHTSA under Obama Administration not industry-friendly

↓

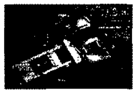
OEMs anticipate a more challenging regulatory and enforcement environment, with potential for revisiting key regulatory proposals

- NHTSA's new, more aggressive management includes more attorneys at the agency, even in the leadership of Rulemaking and Enforcement

↓

The new team has less understanding of engineering issues and are primarily focused on legal issues

Key Safety Issues

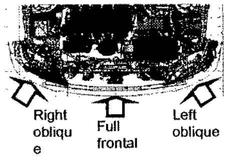


Impact on "Quality"

- Number of UIO (units in operation) increasing
- NHTSA is testing more vehicles under NCAP
- Nov 2000 "TREAD Act" requires new, more intensive, and regular reporting
  - A 5-day notification is required when recall determinations are made
  - New strong civil and criminal penalties were implemented
    - e.g. Ford/Firestone/rollover issue
- NHTSA is more sensitive to public/congressional criticism

Resulting in more Investigations, and more forced recalls

Key Safety Issues

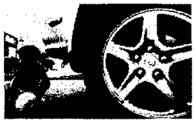


- FMVSS 305 Compliance/Hybrid Sales
- New NCAP Test Protocol

safercar.gov

- "Sudden Acceleration" on ES/Camry, Tacoma, LS, etc.
- Cargo Carrying Capacity/FMVSS 110 Compliance

- **Prius Headlamps Investigation** - Class Action
- "Quiet Cars" (Hybrids, EVs, FCHVs)

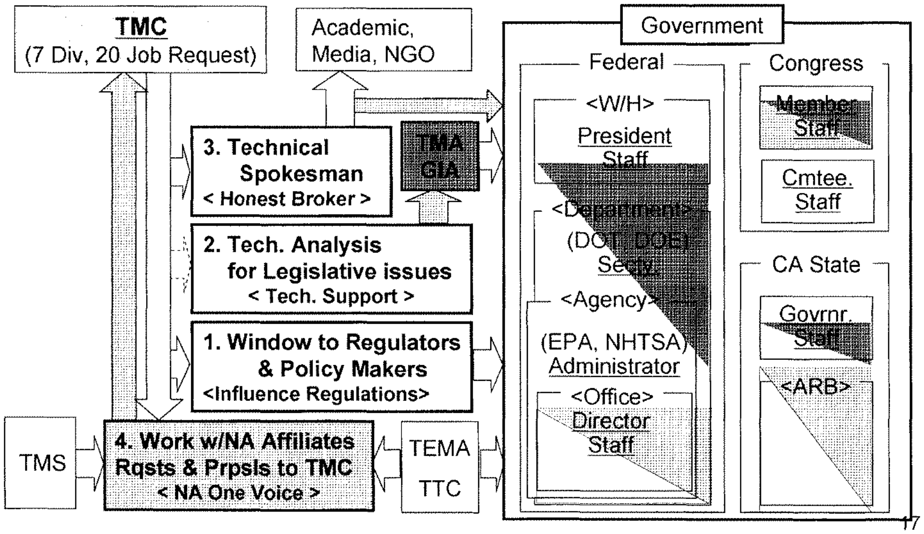


- Kids in Cars

Wins for Toyota – Safety Group

- Rulemaking
  - FMVSS 216 Roof Crush Rule – reduced PL and design burdens
  - FMVSS 305 Electric Shock Rule – delayed final rule
  - FMVSS 214 Side Impact Rule - Added lead time and phase in; Saved ~$124M/50,000 man hours
  - FMVSS 206 door locks – delayed rule; saved ~$11M for Sienna
- Defects
  - Sienna Rear Hatch w/ no "defect"; Closed Tacoma DP issue; Avoided Investigation on Tacoma Rust
  - FMVSS 110 NCIR labeling recall – No civil penalties, Saved $20M+ in buybacks
  - Negotiated "equipment" recall on Camry/ES re: SA, saved $100M+, w/ no defect found
- Other
  - Secured Tacoma, Scion XB, Corolla, '10 Prius 'Top Safety Picks' at IIHS
  - Delay of New NCAP program - 1000s of man hours in redesign for 2010 MY

TRA – Environment: Primary Roles



TMC
(7 Div, 20 Job Request)

Academic,
Media, NGO

3. Technical Spokesman
< Honest Broker >

TMA GIA

2. Tech. Analysis for Legislative issues
< Tech. Support >

1. Window to Regulators & Policy Makers
<Influence Regulations>

TMS

4. Work w/NA Affiliates Rqsts & Prpsls to TMC
< NA One Voice >

TEMA
TTC

Government

Federal

<W/H>
President Staff

<Department>
(DOT, DOE)
Secty.

<Agency>
(EPA, NHTSA)
Administrator

<Office>
Director Staff

Congress

Member Staff

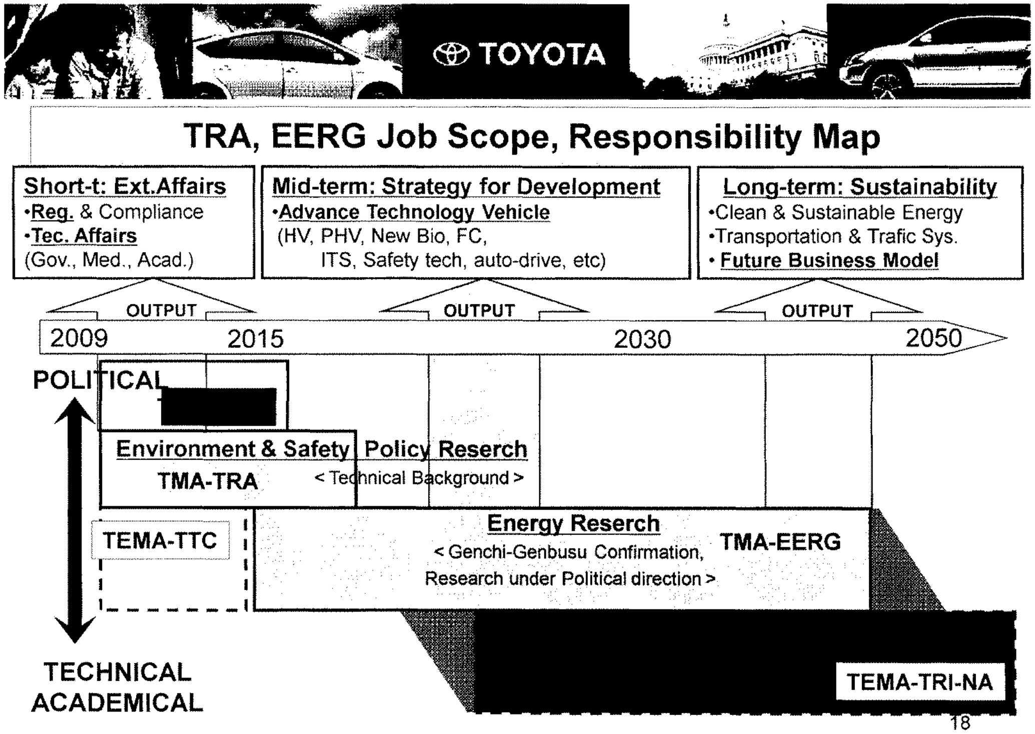
Cmtee. Staff

CA State

Govrnr. Staff

<ARB>

17



TRA, EERG Job Scope, Responsibility Map

Short-t: Ext.Affairs
- **Reg.** & Compliance
- **Tec. Affairs**
(Gov., Med., Acad.)

Mid-term: Strategy for Development
- **Advance Technology Vehicle**
(HV, PHV, New Bio, FC,
ITS, Safety tech, auto-drive, etc)

Long-term: Sustainability
- Clean & Sustainable Energy
- Transportation & Trafic Sys.
- **Future Business Model**

[redacted]

Environment & Safety **Policy Reserch**
TMA-TRA < Technical Background >

TEMA-TTC

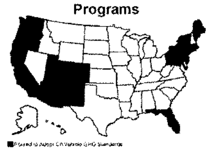
Energy Reserch
< Genchi-Genbusu Confirmation,
Research under Political direction >
TMA-EERG

TEMA-TRI-NA

TRA-Env Issues: One National Fuel Economy/GHG Program

- The Issue: Toyota facing 14 state-by-state GHG regulations (AB1493) and two overlapping federal programs (EPA and NHTSA).

AB1493 14-State Programs



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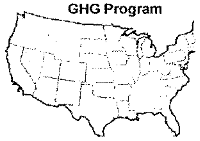
NHTSA Nationwide CAFE Program

+

EPA Nationwide GHG Program



- Status: Reached agreement with Administration, states, NGOs and labor to drop litigation and implement a single national program.

- Impact: $1,300/vehicle (Administration est.)

ONP Announcement with President Obama

TRA-Env Issues: Flexible Fuel Vehicle Mandate

- The Issue: Potential congressional mandate to produce flexible-fuel vehicles (FFVs) that can run on ethanol blends up to 85%.

GM Ford CHRYSLER = 50% FFV by 2012

"Barack Obama and Joe Biden will work with Congress and auto companies to ensure that all new vehicles have FFV capability..."

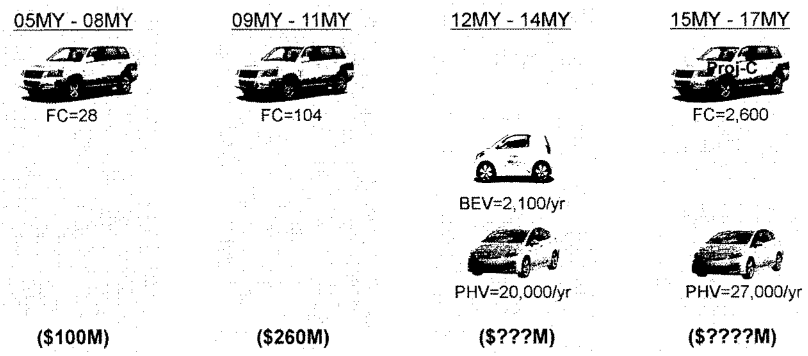
(from Obama's campaign energy plan)

- Impact: $200-$300 per vehicle ($400M-$600M per year). Higher in the future (LEVIII, DI, P-system).

- Status: Avoided a mandate thus far. Waxman-Markey climate bill "allows" DOE to mandate FFVs but does not require it.

TRA-Env Issues: CA Zero Emission Vehicle Program

- The Issue: CA mandating OEMs to produce zero-emission emission vehicles in mandated volumes.

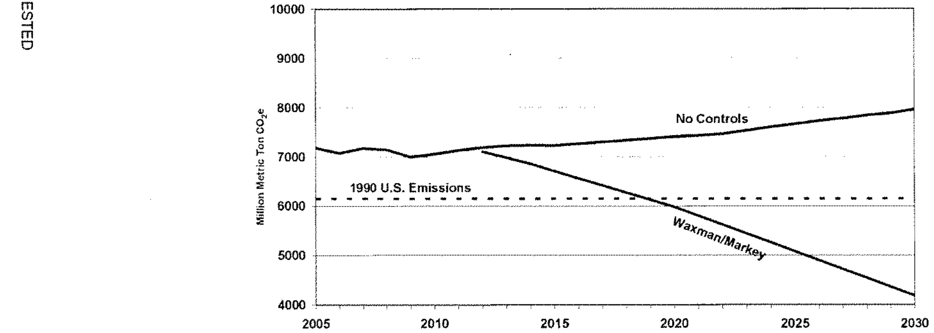


05MY - 08MY	09MY - 11MY	12MY - 14MY	15MY - 17MY
FC=28	FC=104		FC=2,600
		BEV=2,100/yr	
		PHV=20,000/yr	PHV=27,000/yr
($100M)	**($260M)**	**($???M)**	**($????M)**

- Status: NA ZEV Team and TMC working on a plan to reduce required volumes and cost.

TRA-Env Issues: Climate Change Legislation

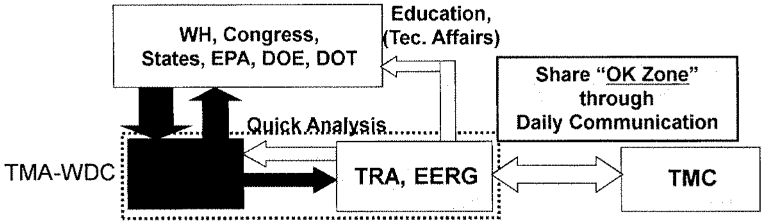
- The Issue: Cap-and-trade legislation aiming to reduce US GHGs 17% by 2020 and 83% by 2050 (2005 base). **Does not include vehicle emissions.**



- Impact on Toyota: Increased commodity prices and energy prices in manufacturing. Up to $14B in funds for green technology development, manufacturing and infrastructure (PHV, EV, etc.).

TRA-Env: The Benefit of Engineers in Washington

- Speed of response
  - Many issues require immediate (or near immediate) response
  - Provide quick response based on daily communication with TMC


WH, Congress, States, EPA, DOE, DOT
Education, (Tec. Affairs)
Share "OK Zone" through Daily Communication
Quick Analysis
TMA-WDC
TRA, EERG
TMC

- Educate lawmakers to have reasonable legislation and regulation
- Ability to "propose" strategy to TMC and lawmakers
  - Having engineers working directly with political/policy groups facilitates our ability to propose well-rounded strategies

Discussion: TMA Washington

Challenges

- Increased expectations on Toyota
- Activist legislative / regulatory initiatives
- Enhanced influence of labor / environmental groups
- Adverse implications of US support for GM/Chrysler (bailouts, R&D for batteries, adv. tech. vehicles)
- Growing “Buy American” efforts in congress & administration
- One National Program implementation
- CA ZEV mandate

Discussion: TMA Washington

Recommendations

- “One Voice” decisions are essential
- Establish small senior exec. group in U.S. to make timely decisions
- Secure swift TMC agreement & support – enhance communications
- Initiate & lead on legislative and regulatory issues

Slide Notes

Slide 12:

Monitor and Affect Regulatory and Legislative Movement

NHTSA., OMB, Congress, etc.

Act Through Alliance, Toyota independently

Technical Meetings with Automakers

Comments, Private mtgs, Industry

Vehicle Defect/Non Compliance Issues

NCAP consumer information/IIHS/3rd party testing

Attend tests, Provide data and analysis

Negotiation with stakeholders/Gov't/test labs

Manage/Coordination TMC safety research w/ Outside entities

Universities/Labs, etc.

Monitor market trends related to safety

Competitors, media, NGOs

Support PR activity to enhance Toyota's image w/Gov't/public

Work with TMS PR

Improved understanding amongst affiliates/technical briefings

Media interviews/background

Slide 13:

U.S. DOT/NHTSA under Obama Administration

Not industry friendly

Aligned with the safety advocate community

Slide Notes

OEMs anticipate a more challenging regulatory and enforcement environment, with potential for revisiting key regulatory proposals

NHTSA's new, more aggressive management includes more attorneys at the agency, even in the leadership of Rulemaking and Enforcement

The new regime has less understanding of engineering issues and are primarily focused on legal issues

Slide 14:

On "Quality" (i.e. Defects, Compliance, NCAP testing)

Number of UIO (units in operation) is increasing rapidly (i.e. increased exposure for defects/quality issues)

NHTSA is testing more vehicles under NCAP

Nov 2000 "TREAD Act" requires new, more intensive, and regular reporting of warranty, field reports, customer complaints, death and injury claims, etc.

A 5 day notification is required when recall determinations are made

New strong civil and criminal penalties were implemented for knowingly hiding a defect/recall, or less-than-timely reporting

e.g. Ford/Firestone/rollover issue

NHTSA is more sensitive to public/congressional criticism (now that all the tools have been granted to them by Congress)

Resulting in more Investigations, and more forced Recalls - even those that historically were not deemed "safety" in nature

Slide 15:

Slide Notes

FMVSS 305 Compliance/Hybrid Sales

Serious Compliance Concerns

Potential Sales Impact

New NCAP Test Protocol

Lower Safety Ratings Potentially Affect Sales

Tundra Case

"Sudden Acceleration" on ES/Camry, Tacoma, LS, etc.

Recurring issue

PL implications/TMC design

Cargo Carrying Capacity/FMVSS 110 Compliance

Flaws in Toyota Regulatory and Defect Process

Prius Headlamps Investigation

Class Action Implications

"Quiet Cars" (Hybrids, EVs, FCHVs)

NFB/Congressional/NHTSA/SAE activity

Roof Crush

Phase-in costly and difficult, Longer model life

Kids in Cars

BTSI, Power Windows, Rear Visibility Standards (cameras)

Recall of All-Weather Floor Mats Due to Interference with Accelerator Pedal

September 2007

This recall affected 55,000 vehicles:

- Toyota Camry
- Lexus ES 350

Recall of Vehicles Due to Floor Mat Interference with Accelerator Pedal

Total Recall of 5.3 Million Vehicles

September 29, 2009: 4.2 Million Vehicles

- 2005-2010 Toyota Avalon
- 2007-2010 Toyota Camry
- 2004-2009 Toyota Prius
- 2005-2010 Toyota Tacoma
- 2007-2010 Toyota Tundra
- 2007-2010 Lexus ES 350
- 2006-2010 Lexus IS 250/350

January 24, 2010: 1.1 Million Vehicles

- 2009-2010 Toyota Corolla
- 2008-2010 Toyota Highlander
- 2009-2010 Toyota Matrix
- 2009-2010 Toyota Venza
- 2009-2010 Pontiac Vibe

Recall of Vehicles Due to a Sticking Accelerator Pedal

January 21, 2010: 2.3 million vehicles:

- 2005-2010 Toyota Avalon;
- 2007-2010 Toyota Camry;
- 2009-2010 Toyota Corolla;
- 2010 Toyota Highlander;
- 2009-2010 Toyota Matrix;
- 2009-2010 Toyota RAV4;
- 2008-2010 Toyota Sequoia;
- 2007-2008 Toyota Tundra
- 2009-2010 Pontiac Vibe.

Recall of Vehicles to Update Anti-Lock Brake System Software

February 8, 2010

This recall affected the following vehicles:

- 2010 Toyota Prius – 133,000 vehicles
- 2010 Lexus HS 250h – 14,500 vehicles

Recall of Toyota Camry to Inspect the Power Steering Hose

February 8, 2010

- 2010 Toyota Camry – 7,300 vehicles

Recall of Toyota Tacoma to Inspect the Front Drive Shaft

February 12, 2010

- 2010 Toyota Tacoma – 8,000 vehicles

SUBPOENA

BY AUTHORITY OF THE HOUSE OF REPRESENTATIVES OF THE CONGRESS OF THE UNITED STATES OF AMERICA

To Dimitrios P. Biller
SERVE: Jeffrey F. Allen

You are hereby commanded to be and appear before the Committee on Oversight and Government Reform

of the House of Representatives of the United States at the place, date and time specified below.

☐ **to testify** touching matters of inquiry committed to said committee or subcommittee; and you are not to depart without leave of said committee or subcommittee.

Place of testimony: __________

Date: __________ Time: __________

☑ **to produce the things identified on the attached schedule** touching matters of inquiry committed to said committee or subcommittee; and you are not to depart without leave of said committee or subcommittee.

Place of production: 2157 Rayburn House Office Building, Washington DC 20515

Date: February 23th, 2010 Time: 5:00 pm

To any authorized staff member

to serve and make return.

Witness my hand and the seal of the House of Representatives of the United States, at the city of Washington, this 17 day of February, 2010.

E Towns
Chairman or Authorized Member

Attest:
Deborah M. Spriggs, Deputy
Clerk

PROOF OF SERVICE

Subpoena for Dimitrios P. Biller
SERVE: Jeffrey F. Allen

Address Allen & Wohrle LLP

2800 28th Street, Suite 321, Santa Monica, CA 90405

before the Committee on Oversight and Government Reform

U.S. House of Representatives
111th Congress

Served by (print name) __________

Title __________

Manner of service __________

Date __________

Signature of Server __________

Address __________

SCHEDULE

In accordance with the attached schedule instructions, you are required to produce all records in unredacted form described below:

All documents in the possession, custody, or control of Dimitrios P. Biller relating to Toyota motor vehicle safety and Toyota's handling of alleged motor vehicle defects and related litigation, including:

1. ***All documents relating to the allegations asserted in the action entitled Biller v. Toyota Motor Corporation, filed in the United States District Court, Central District of California, Case No. CV-09-5429 GHK (RZx); and***

2. ***All documents which were lodged with the United States District Court, Eastern District of Texas, Marshall Division, in the action entitled Lopez v. Toyota Motor Corporation, Case No. 2:09-CV-292.***

Schedule Instructions

1. In complying with this Subpoena, you shall produce all responsive documents that are in your possession, custody, or control.

2. Documents responsive to the subpoena shall not be destroyed, modified, removed, transferred, or otherwise made inaccessible to the Committee.

3. In the event that any entity, organization or individual denoted in the subpoena has been, or is currently, known by any other name than that herein denoted, the subpoena shall be read also to include them under that alternative identification.

4. Each document produced shall be produced in a form that renders the document capable of being copied.

5. When you produce documents, you shall identify the paragraph or clause in the Committee's subpoena to which the documents respond.

6. Documents produced in response to this subpoena shall be produced together with copies of file labels, dividers or identifying markers with which they were associated when this subpoena was issued. To the extent that documents were not stored with file labels, dividers, or identifying markers, they shall be organized into separate folders by subject matter prior to production.

7. Each folder and box shall be numbered, and a description of the contents of each folder and box, including the paragraph or clause of the subpoena to which the documents are responsive, shall be provided in an accompanying index.

8. It is not a proper basis to refuse to produce a document that any other person or entity also possesses a non-identical or identical copy of the same document.

9. If any of the subpoenaed information is available in machine-readable or electronic form (such as on a computer server, hard drive, CD, DVD, memory stick, or computer back-up tape), you shall consult with Committee staff to determine the appropriate format in which to produce the information. Documents produced in electronic format shall be organized, identified, and indexed electronically in a manner comparable to the organizational structure called for in (6) and (7) above. Documents produced in an electronic format shall also be produced in a searchable format.

10. In the event that a document is withheld on any basis, you shall provide the following information concerning the document: (a) the reason the document is not being produced; (b) the type of document; (c) the general subject matter; (d) the date, author and addressee; and (e) the relationship of the author and addressee to each other.

11. If any document responsive to this subpoena was, but no longer is, in your possession, custody, or control, you shall identify the document (stating its date,

author, subject and recipients) and explain the circumstances by which the document ceased to be in your possession, custody, or control.

12. If a date or other descriptive detail set forth in this subpoena referring to a document is inaccurate, but the actual date or other descriptive detail is known to you or is otherwise apparent from the context of the subpoena, you shall produce all documents which would be responsive as if the date or other descriptive detail were correct.

13. This subpoena is continuing in nature and applies to any newly-discovered document. Any document not produced because it has not been located or discovered by the return date shall be produced immediately upon location or discovery subsequent thereto.

14. All documents shall be bates-stamped sequentially and produced sequentially.

15. One set of documents shall be delivered to the majority staff in Room 2157 of the Rayburn House Office Building. You shall consult with Committee staff regarding the method of delivery prior to sending any material.

16. Upon completion of the document production, you shall submit a written certification, signed by you or your counsel, stating that: (1) a diligent search has been completed of all documents in your possession, custody, or control which reasonably could contain responsive documents; and (2) all documents located during the search that are responsive have been produced to the Committee or identified in a privilege log provided to the Committee.

Schedule Definitions

1. The term "document" means any written, recorded, or graphic matter of any nature whatsoever, regardless of how recorded, whether classified or unclassified, and whether original or copy, including, but not limited to, the following: memoranda, reports, expense reports, books, manuals, instructions, financial reports, working papers, records notes, letters, notices, confirmations, telegrams, receipts, appraisals, pamphlets, magazines, newspapers, prospectuses, interoffice and intra office communications, electronic mail (e-mail), contracts, cables, notations of any type of conversation, telephone calls, meeting or other communications, bulletins, printed matter, computer printouts, teletypes, invoices, transcripts, diaries, analyses, returns, summaries, minutes, bills, accounts, estimates, projections, comparisons, messages, correspondence, press releases, circulars, financial statements, reviews, opinions, offers, studies and investigations, questionnaires and surveys, and work sheets (and all drafts, preliminary versions, alterations, modifications, revisions, changes, and amendments of any of the foregoing, as well as any attachments or appendices thereto). The term also means any graphic or oral records or representations of any kind (including without limitation, photographs, charts, graphs, voice mails, microfiche, microfilm, videotape, recordings and motion pictures), electronic and

mechanical records or representations of any kind (including, without limitation, tapes, cassettes, disks, computer server files, computer hard drive files, CDs, DVDs, memory sticks, and recordings) and other written, printed, typed, or other graphic or recorded matter of any kind or nature, however produced or reproduced, and whether preserved in writing, film, tape, disk, videotape or otherwise. A document bearing any notation not a part of the original text is to be considered a separate document. A draft or non-identical copy is a separate document within the meaning of this term.

2. The term "documents in your possession, custody, or control" means (a) documents that are in your possession, custody, or control, whether held by you or your past or present agents, employees, or representatives acting on your behalf; (b) documents that you have a legal right to obtain, that you have a right to copy, or to which you have access; and (c) documents that you have placed in the temporary possession, custody, or control of any third party.

3. The term "communication" means each manner or means of disclosure or exchange of information, regardless of means utilized, whether oral, electronic, by document or otherwise, and whether face-to-face, in a meeting, by telephone, mail, telexes, discussions, releases, personal delivery, or otherwise.

4. The terms "and" and "or" shall be construed broadly and either conjunctively or disjunctively to bring within the scope of this subpoena any information which might otherwise be construed to be outside its scope. The singular includes plural number, and vice versa. The masculine includes the feminine and neuter genders.

5. The terms "person" or "persons" means natural persons, firms, partnerships, associations, corporations, subsidiaries, divisions, departments, joint ventures, proprietorships, syndicates, or other legal, business or government entities, and all subsidiaries, affiliates, divisions, departments, branches, and other units thereof.

6. The terms "referring or relating," with respect to any given subject, means anything that constitutes, contains, embodies, reflects, identifies, states, refers to, deals with or is in any manner whatsoever pertinent to that subject.

Office of General Counsel
219 Cannon HOB
tel: 225-9700 / fax: 226-1360

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Indicate how many of each type of subpoena:

OKay

_______ **DUCES TECUM**

_______ **TO TESTIFY (HEARING)**

__1__ **DUCES TECUM (HEARING)**

_______ **DEPOSITION**

_______ **OTHER:** _______________

COMMITTEE: Oversight + Govt Reform

COMMITTEE CONTACT: Joanne Royce

PHONE NUMBER: 5-2151

REVIEWED BY: _______________

DATE: 2/18/08

#543

Revised 2/8/99

SUBPOENA

BY AUTHORITY OF THE HOUSE OF REPRESENTATIVES OF THE CONGRESS OF THE UNITED STATES OF AMERICA

To Mr. Edward B. Rust, Jr., Chairman and CEO, State Farm Group
SERVE: Mr. Alan Maness, Associate General Counsel, State Farm Group

You are hereby commanded to be and appear before the Committee on Oversight and Government Reform

of the House of Representatives of the United States at the place, date and time specified below.

☐ **to testify** touching matters of inquiry committed to said committee or subcommittee; and you are not to depart without leave of said committee or subcommittee.

Place of testimony: __________

Date: __________ Time: __________

☑ **to produce the things identified on the attached schedule** touching matters of inquiry committed to said committee or subcommittee; and you are not to depart without leave of said committee or subcommittee.

Place of production: 2157 Rayburn House Office Building, Washington DC 20515

Date: February 23th, 2010 Time: 5:00 pm

To any authorized staff member

to serve and make return.

Witness my hand and the seal of the House of Representatives of the United States,
at the city of Washington, this 18th day of February, 20 10.

Chairman or Authorized Member

Attest: Robert F Reeves, Deputy

Clerk

PROOF OF SERVICE

Subpoena for Mr. Edward B. Rust, Jr., Chairman and CEO, State Farm Group
SERVE: Mr. Alan Maness, Associate General Counsel, State Farm Group

Address One State Farm Plaza, Bloomington, IL 61710

before the Committee on Oversight and Government Reform

Served by (print name) Joanne Royce

Title Senior Counsel, Committee on Oversight & Gov't Reform

Manner of service email PDF of subpoena by agreement

Date 2/19/10 1:01 pm

Signature of Server

Address RHOB B-377 Washington, D.C. 20515

SCHEDULE

In accordance with the attached schedule instructions, you are required to produce all records in unredacted form described below:

1. All transmittals of claims data from State Farm to the National Highway Traffic Safety Administration (NHTSA), including reports, briefings, or presentations, concerning possible sudden unintended acceleration (SUA) incidents in Toyota vehicles since 2000;

2. All communications, including e-mails, letters, or telephonic correspondence records, between State Farm and NHTSA related to claims data concerning defect trends in Toyota vehicles since 2000; and

3. All communications between State Farm and any government entities other than NHTSA concerning possible SUA incidents in Toyota vehicles since 2000.

Schedule Instructions

1. In complying with this Subpoena, you shall produce all responsive documents that are in your possession, custody, or control.

2. Documents responsive to the subpoena shall not be destroyed, modified, removed, transferred, or otherwise made inaccessible to the Committee.

3. In the event that any entity, organization or individual denoted in the subpoena has been, or is currently, known by any other name than that herein denoted, the subpoena shall be read also to include them under that alternative identification.

4. Each document produced shall be produced in a form that renders the document capable of being copied.

5. When you produce documents, you shall identify the paragraph or clause in the Committee's subpoena to which the documents respond.

6. Documents produced in response to this subpoena shall be produced together with copies of file labels, dividers or identifying markers with which they were associated when this subpoena was issued. To the extent that documents were not stored with file labels, dividers, or identifying markers, they shall be organized into separate folders by subject matter prior to production.

7. Each folder and box shall be numbered, and a description of the contents of each folder and box, including the paragraph or clause of the subpoena to which the documents are responsive, shall be provided in an accompanying index.

8. It is not a proper basis to refuse to produce a document that any other person or entity also possesses a non-identical or identical copy of the same document.

9. If any of the subpoenaed information is available in machine-readable or electronic form (such as on a computer server, hard drive, CD, DVD, memory stick, or computer back-up tape), you shall consult with Committee staff to determine the appropriate format in which to produce the information. Documents produced in electronic format shall be organized, identified, and indexed electronically in a manner comparable to the organizational structure called for in (6) and (7) above. Documents produced in an electronic format shall also be produced in a searchable format.

10. In the event that a document is withheld on any basis, you shall provide the following information concerning the document: (a) the reason the document is not being produced; (b) the type of document; (c) the general subject matter; (d) the date, author and addressee; and (e) the relationship of the author and addressee to each other.

11. If any document responsive to this subpoena was, but no longer is, in your possession, custody, or control, you shall identify the document (stating its date,

author, subject and recipients) and explain the circumstances by which the document ceased to be in your possession, custody, or control,

12. If a date or other descriptive detail set forth in this subpoena referring to a document is inaccurate, but the actual date or other descriptive detail is known to you or is otherwise apparent from the context of the subpoena, you shall produce all documents which would be responsive as if the date or other descriptive detail were correct.

13. This subpoena is continuing in nature and applies to any newly-discovered document. Any document not produced because it has not been located or discovered by the return date shall be produced immediately upon location or discovery subsequent thereto.

14. All documents shall be bates-stamped sequentially and produced sequentially.

15. One set of documents shall be delivered to the majority staff in Room 2157 of the Rayburn House Office Building. You shall consult with Committee staff regarding the method of delivery prior to sending any material.

16. Upon completion of the document production, you shall submit a written certification, signed by you or your counsel, stating that: (1) a diligent search has been completed of all documents in your possession, custody, or control which reasonably could contain responsive documents; and (2) all documents located during the search that are responsive have been produced to the Committee or identified in a privilege log provided to the Committee.

Schedule Definitions

1. The term "document" means any written, recorded, or graphic matter of any nature whatsoever, regardless of how recorded, whether classified or unclassified, and whether original or copy, including, but not limited to, the following: memoranda, reports, expense reports, books, manuals, instructions, financial reports, working papers, records notes, letters, notices, confirmations, telegrams, receipts, appraisals, pamphlets, magazines, newspapers, prospectuses, interoffice and intra office communications, electronic mail (e-mail), contracts, cables, notations of any type of conversation, telephone calls, meeting or other communications, bulletins, printed matter, computer printouts, teletypes, invoices, transcripts, diaries, analyses, returns, summaries, minutes, bills, accounts, estimates, projections, comparisons, messages, correspondence, press releases, circulars, financial statements, reviews, opinions, offers, studies and investigations, questionnaires and surveys, and work sheets (and all drafts, preliminary versions, alterations, modifications, revisions, changes, and amendments of any of the foregoing, as well as any attachments or appendices thereto). The term also means any graphic or oral records or representations of any kind (including without limitation, photographs, charts, graphs, voice mails, microfiche, microfilm, videotape, recordings and motion pictures), electronic and

mechanical records or representations of any kind (including, without limitation, tapes, cassettes, disks, computer server files, computer hard drive files, CDs, DVDs, memory sticks, and recordings) and other written, printed, typed, or other graphic or recorded matter of any kind or nature, however produced or reproduced, and whether preserved in writing, film, tape, disk, videotape or otherwise. A document bearing any notation not a part of the original text is to be considered a separate document. A draft or non-identical copy is a separate document within the meaning of this term.

2. The term "documents in your possession, custody, or control" means (a) documents that are in your possession, custody, or control, whether held by you or your past or present agents, employees, or representatives acting on your behalf; (b) documents that you have a legal right to obtain, that you have a right to copy, or to which you have access; and (c) documents that you have placed in the temporary possession, custody, or control of any third party.

3. The term "communication" means each manner or means of disclosure or exchange of information, regardless of means utilized, whether oral, electronic, by document or otherwise, and whether face-to-face, in a meeting, by telephone, mail, telexes, discussions, releases, personal delivery, or otherwise.

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6. The terms "referring or relating," with respect to any given subject, means anything that constitutes, contains, embodies, reflects, identifies, states, refers to, deals with or is in any manner whatsoever pertinent to that subject.

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Subpoena Review Form

Indicate how many of each type of subpoena:

1 **DUCES TECUM**

____ **TO TESTIFY (HEARING)**

____ **DUCES TECUM (HEARING)**

____ **DEPOSITION**

____ **OTHER:** ____

COMMITTEE: Oversight + Govt Reform

COMMITTEE CONTACT: Joanne Royce

PHONE NUMBER: 5-5851

REVIEWED BY:

DATE: 2/18/09

#543

Revised 2/8/99

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February 16, 2010

Mr. Yoshimi Inaba
President and CEO
Toyota North America, Inc.
601 13th Street, NW
Washington, D.C. 20005

Dear Mr. Inaba:

The Committee on Oversight and Government Reform is the principal oversight committee in the U.S. House of Representatives and has broad based oversight jurisdiction as set forth in House Rules X and XI. Pursuant to House Rule X, it has authority to investigate the subjects within the Committee's legislative jurisdiction, as well as "any matter" within the jurisdiction of the other standing House Committees. The Committee is investigating the public safety issues surrounding Toyota Motor Corporation vehicles ("Toyota"), in preparation for the upcoming February 24 oversight hearing.

I am writing today to seek additional information in order to better understand how Toyota reacted to numerous consumer complaints regarding the safety of their vehicles.

1. The *Wall Street Journal* has reported that Toyota's top leadership does not include U.S. Executives. Furthermore, the Toyota officials who run the recall process are based out of Japan.[1] The article alleged that a breakdown in communications within Toyota between its D.C. office and Japan led to the Washington office not having the information it needed to provide the government.[2] According to Secretary LaHood, this corporate structure may have delayed the delivery of vehicle based safety solutions.[3]

---

[1] Kate Linebaugh, *Secretive Culture Led Toyota Astra*, WALL ST. J. Feb, 8, 2010, available at http://online.wsj.com/article/SB10001424052748704820904575055733096312238.html?mod=WSJ_hpp_LEFTTopStories.

[2] *Id.*

[3] *Toyota slow to react: LaHood*, CBC NEWS, Feb. 2, 2010, available at http://www.cbc.ca/money/story/2010/02/02/toyota-january-sales.html#ixzz0fEpNk4nQ (quoting Sec. LaHood, "If it had not been for the work of [the National Highway Traffic Safety Administration] pushing Toyota to make the recall, travelling to Japan, meeting with the top officials of Toyota in Japan and telling them that their folks in the United States seem to be a little safety deaf when it came to us talking to them, I don't know if the recall would be taking place.")

  a. As President and CEO of Toyota North America, do you believe there is any foundation to the assertion that there is a disconnect between Toyota Japan and Toyota North America, which contributed to a breakdown in communications between Toyota and NHTSA? Please explain.
  b. Please detail for the Committee the processes that Toyota has in place to ensure that a breakdown in communications does not lead to a failure to appropriately disclose legally required information to the U.S. Government.
  c. Why was it necessary for NHTSA officials to visit Japan in order for Toyota to recognize its obligations under U.S. law?

2. Shinichi Sasaki, Executive Vice President and Director for Toyota, stated that since a "heated confrontation in Tokyo with NHTSA officials over floor mats" Toyota has "changed our mindset" and "[w]e don't believe this is going to be a problem in the future."[4] Please explain what Toyota's mindset was before the December meeting with NHTSA.

3. In a November 15, 2005 letter to NHTSA, Christopher Tinto, Vice President, Toyota Motor North America, asked the regulator to drop a preliminary probe into sudden acceleration by the Camry and Lexus ES, saying "there is no factor or trend indicating that a vehicle or component defect exists." Similar language was used in a June 11, 2007 letter to NHTSA responding to a subsequent probe.[5] Please detail the factual basis supporting Mr. Tinto's assertions. Your response should include every effort made by Toyota to examine the source of the complaints, to assess common factors among the complaints, and the number of times Toyota concluded the complaints were based on driver error.

4. When did Toyota first begin to receive complaints about sudden unintended acceleration (SUA) events in their vehicles?
   a. When did Toyota actively begin looking for an explanation of these SUA events?
   b. Once engineers pinpointed pedal entrapment as a possible cause of SUA events, did Toyota continue to look for other explanations?
   c. Does Toyota believe that "pedal entrapment," "sticky pedal," and driver error can fully explain the universe of SUA events?

5. According to a report from the *Los Angeles Times*, Toyota first installed electronic throttles (ETC) in 2002 model year Lexus ES and Camry sedans. Total complaints of SUA for the Lexus and Camry in the 2002-2004 model years averaged 132 a year, up from 26 annually for the 1999-2001 models.[6] Did Toyota ever suspect that the ETC system couple be responsible for this increase in

---

[4] Kate Linebaugh, *Secretive Culture Let Toyota Astra*, WALL ST. J. Feb, 8, 2010.

[5] *Id.*

[6] Ken Bensinger, *Data Point to Toyota's Throttles, Not Floor Mats*, LA Times, Nov. 29, 2009, available at http://articles.latimes.com/2009/nov/29/business/la-fi-toyota-throttle29-2009nov29.

reported incidence? Please describe any tests or analysis performed on Toyota vehicles to determine if the ETC system could be a contributing factor in the increase in SUA complaints.

6. In an April 25, 2008 letter to NHTSA, responding to a defect petition for SUA events in Toyota Tacoma models, Christopher Tinto stated that Toyota "believes that it is likely that many of the consumer complaints that are found in the NHTSA VOQ database, as well as many of the complaints about this subject that have been received by Toyota, were inspired by publicity."[7] In an interview with Committee Staff on February 2, 2010, it was revealed the Tacoma model has consistently ranked in the top three models for complaints of SUA events.
    a. Does Toyota still believe the quantity of consumer complaints for the Tacoma model can be accurately attributed to publicity?
    b. Does Toyota still believe the complaints related to the Tacoma are only "minor drivability concerns?"[8] If yes, please explain.

7. When did Toyota first become aware that there was a defect in the braking system of the 2010 Prius? When did Toyota notify NHTSA of this defect? When did Toyota notify NHTSA of its proposed remedy?

8. When did Toyota first become aware of potential problems with steering on 2009-2010 Toyota Corolla sedans? When did they notify NHTSA?

Because I believe the answers to these questions are central to the ongoing safety issues regarding Toyota's recent recalls, I'd appreciate an answer no later than February 22, 2010. Should you have any questions regarding this request, you may contact me directly or have your staff contact Kristina Moore, Senior Counsel at 202-225-5074. Thank you in advance for your prompt attention to this matter.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

---

[7] Letter from Chris Tinto, Vice President, Toyota Motor North America, Inc. to Jeffrey Quandt, Chief, Vehicle Control Division, NHTSA (April 25, 2008) (on file with author).

[8] *Id.*

EDOLPHUS TOWNS, NEW YORK,
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2157 RAYBURN HOUSE OFFICE BUILDING
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ANH "JOSEPH" CAO, LOUISIANA

February 11, 2010

The Honorable Edolphus Towns
Chairman
Committee on Oversight and Government Reform
2157 Rayburn House Office Building
Washington, DC 20515

Dear Chairman Towns:

In light of the decision to postpone the hearing, "Toyota Gas Pedals: Is the Public at Risk?," and the additional time it has afforded us to reassess the witnesses invited to testify, I respectfully request the Committee extend an invitation to Mr. Akio Toyoda to testify on February 24, 2010.

Given the gravity and complexity of the challenges facing Toyota and U.S. regulators, it is essential that this be a fact based hearing that gets to the core of the breakdown which has brought about significant consumer confusion and the recall of millions of vehicles. Our preliminary investigations, as well as press accounts, have revealed evidence that breakdowns in communication between Toyota Japan and U.S. regulators may have been a factor in delaying the delivery of a solution to the American public.[1] While an essential witness, Mr. Yoshimi Inaba, head of Toyota North America, may not be capable of fully explaining what caused the breakdown and reluctance of Toyota Japan to act when they were first aware of evidence of possible defects causing sudden unintended acceleration in their vehicles.

Mr. Akio Toyoda, President of Toyota Motors, has expressed his desire to visit the United States and speak with lawmakers.[2] As a witness before the Committee, Mr. Toyoda would have a highly credible forum to explain both how this situation developed and how his company is working to address the many concerns. Therefore, I respectfully request the Committee extend an invitation to the President and CEO of Toyota Motors, Mr. Akio Toyoda, to testify at our February 24 hearing.

---

[1] Kate Linbaugh, et. al, *Secretive Culture Led Toyota Astra*, WALL ST. J., Feb. 8, 2010 available at http://online.wsj.com/article/SB10001424052748704820904575055733096312238.html?mod=WSJ_hpp_LEFTTopStories.

[2] *Toyoda to testify in Congress*, THE STRAITS TIMES, Feb. 10, 2010 available at http://www.straitstimes.com/BreakingNews/Money/Story/STIStory_488940.html.

I have written to Mr. Toyoda encouraging him to coordinate his expected visit to the United States to coincide with our scheduled hearings as both lawmakers and the American people are eager to hear directly from him. However, should Mr. Toyoda not come to the United States until March, as news reports suggest, it would be prudent to consider scheduling a follow-up hearing that includes both Mr. Toyoda as well as Bush Administration officials, former Secretary of Transportation Mary Peters, and former Administrators of the National Highway and Transportation Safety Administration, Nicole Nason, and David Kelly.

Finally, if we are not receiving the cooperation and transparency this Committee and the American people are demanding from Toyota, I would fully support the issuance of a subpoena. Whether it is for a microprocessor engineer or the top executive, we have a duty to determine what Toyota knew, when they knew it and if they met their full obligation of disclosure to U.S. regulators and the American people.

While our primary duty is oversight of the government and we can hold them accountable of what they knew or should have known, we cannot hold them responsible for what may have been withheld from them.

If you have any questions regarding this request please do not hesitate to contact me directly, or Kristina Moore or John Ohly with the Committee staff at 202-225-5074. I thank you in advance for your consideration of my request.

Sincerely,

Darrell Issa
Ranking Member

EDOLPHUS TOWNS, NEW YORK,
CHAIRMAN

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BLAINE LUETKEMEYER, MISSOURI
ANH "JOSEPH" CAO, LOUISIANA

February 3, 2010

Mr. Yoshimi Inaba
President and COO
Toyota Motor North America, Inc.
601 13th Street, NW
Washington, DC 20005

Dear Mr. Inaba:

The Committee on Oversight and Government Reform is the principal oversight committee in the U.S. House of Representatives and has broad based oversight jurisdiction as set forth in House Rules. Pursuant to House Rule X, the Committee has authority to investigate "any matter" within the jurisdiction of the other House Committees. The Committee is investigating the public safety issues surrounding Toyota Motor Corporation vehicles, in preparation for the upcoming February 10 hearing.

In order to help the Committee understand the measures your company has taken to ensure the safety of the American driving public, I respectfully request that all documents responsive to requests of other Congressional Committees or Members' offices be delivered to the Oversight and Government Reform Committee no later than Monday, February 8, 2010.

While Committee requests to-date relate to the unintended acceleration events attributed to a "trapped pedal" or the "sticky pedal," it appears that there are new safety concerns regarding the braking system used by the Toyota Prius. According to media reports, customers have complained that "sometimes the braking system in the Prius can stop working on bumpy and slippery roads." [1] The National Highway Transportation Safety Administration (NHTSA) has received 171 complaints about this model, all but five complaints relate to some problem with the Prius' braking system.[2] Two of those complaints involved crashes that resulted in injuries.[3] While the Japanese transport ministry has ordered Toyota to investigate these problems[4], the safety issues relating to the Prius were never brought to the Committee's attention, despite the opportunity presented by the February 2, 2010 staff briefing with officials from Toyota.

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[1] Peter Valdes-Dapena, *Complaints Pile Up About Prius Brakes*, CNNMoney.com, http://money.cnn.com/2010/02/03/autos/prius_complaints/?postversion=2010020315

[2] David Grant *Toyota Recall to Include 2010 Toyota Prius? Driver Complaints Are Startlingly Consistent*, CSMonitor.com, http://www.csmonitor.com/Money/new-economy/2010/0203/Toyota-recall-to-include-2010-Toyota-Prius-Driver-complaints-are-startlingly-consistent.

The American public has grown increasingly anxious about their safety as they accomplish the daily tasks of commuting to and from work, dropping their children off at school, or even just picking up groceries. Accordingly, it is imperative that the most accurate and detailed information be available to the public regarding the risks associated with driving a Toyota product.

Accordingly, I ask that you provide the Committee with the following additional documents by 5:00 PM EST, February 8, 2010:

1. All reports including, but not limited to, consumer complaints; warranty reports; field reports; and reports of death, injury, or property damage received by the company since May 2009, related to incidents which are alleged or proven to have been caused by the Prius braking and cruise control systems;

2. All analyses undertaken since May 2009 of consumer complaints; warranty reports; field reports; and reports of death, injury, or property damage received by the company since May 2009, related to incidents which are alleged or proven to have been caused by the Prius braking and cruise control system;

3. Any technical Service Bulletins issued since May 2009 related to malfunctioning of the Prius braking and cruise control systems;

4. Any communication to Toyota owners informing them of problems with the Prius braking and cruise control systems; and

5. All documents or e-mails to or from Toyota employees both in the United States and Japan, dating between January 1, 2007 and February 3, 2010, referencing any vehicle safety concerns or discussion of possible recall for any Toyota vehicle.

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[3] Peter Valdes-Dapena, *Complaints Pile Up About Prius Brakes*, CNNMoney.com, http://money.cnn.com/2010/02/03/autos/prius_complaints/?postversion=2010020315

[4] Ken Thomas, *Toyota Probe Expands With Questions About Prius, AP* http://www.chron.com/disp/story.mpl/ap/top/all/6849483.html

Please produce the requested information and documents to the Committee by 5:00 PM EST, February 8, 2010. Thank you in advance for your prompt response. If you have any questions regarding this request, please contact Kristina Moore with Committee Staff at (202) 225-5074.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

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February 3, 2010

The Honorable David L. Strickland
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Administrator Strickland,

The Committee on Oversight and Government Reform is the principal oversight committee in the U.S. House of Representatives and has broad based oversight jurisdiction as set forth in House Rules. Pursuant to House Rule X, the Committee has authority to investigate "any matter" within the jurisdiction of the other standing House Committees. The Committee is investigating the public safety issues surrounding Toyota Motor Corporation vehicles, in preparation for the upcoming February 10 hearing.

In discussions with National Highway Traffic Safety Administration (NHTSA) staff regarding the recent recalls due to the "trapped pedal" caused by the all-weather floor mats and the "sticky pedal," unique to CTS products, additional safety concerns related to Toyota vehicles have come to the Committee's attention. These include electronic control systems, brake and cruise control systems in the Prius model, and additional examples of unexplained unintended acceleration.

As you are aware, the American public has grown increasingly anxious about their safety as they accomplish the daily tasks of commuting to and from work, dropping their children off at school, or even just picking up groceries. Accordingly, it is imperative that the most accurate and detailed information be available to the public regarding the risks associated with driving a Toyota product.

In order to help the Committee understand the measures that the federal government has taken to ensure the safety of the American driving public, I respectfully request the following information by 5:00 PM EST, February 8, 2010.

1. All documents responsive to requests of other Congressional Committees or Members' offices;

2. All documents, CDs, and other materials related to the investigation of the January 31, 2008 Defect Petition Letter (DP08-001) regarding model year 2006 and 2007 Toyota Tacoma pickup trucks;

3. All subsequent agency review materials and correspondence within the agency and with Toyota related to Toyota Tacoma pickup trucks following the conclusion of the investigation of DP08-001;

4. All agency materials and correspondence within the agency and with Toyota related to the Prius braking and cruise control systems, including customer complaints and NHTSA's response and/or investigation;

5. A detailed explanation of NHTSA's staff, responsibilities and background, as well as agency resources, capabilities, and testing facilities;

6. A list of agency staff with knowledge and expertise in electronic systems and all procedures, resources, and facilities used for evaluating electronic equipment, including electromagnetic testing;

7. An accounting of current and ongoing investigations at NHTSA and how are staff resources allocated;

8. A list of private contractors employed by NHTSA, as well as a description of their duties and purpose.

Thank you in advance for your prompt response. If you have any questions regarding this request, please contact Kristina Moore with Committee Staff at (202) 225-5074.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

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February 11, 2010

Mr. Akio Toyoda
President and CEO
Toyota Motor Corporation
1, Toyota-cho
Toyota, Aichi 471-8571, Japan

Sent Electronically

Dear Mr. Toyoda:

As you may know, the Committee on Oversight and Government Reform, of which I am the Ranking Member, is one of a number of Congressional Committees seeking to learn more about multiple safety concerns associated with Toyota vehicles. Transportation Secretary Ray LaHood has stated that a breakdown in communications between Toyota Japan and U.S. regulators may have delayed the delivery of vehicle based safety solutions.[1] Accordingly, we are interested in the causes of the breakdown in communications between Toyota and U.S. regulators, which Secretary LaHood referred to, and how the relationship between the United States federal government and your company can be improved to ensure the safety of the American public.

News reports from this morning suggest that you are delaying your visit to the United States until the beginning of March. Weather permitting; I would encourage you to consider moving up that timeline to coincide with the Congressional hearings that have been scheduled for the week of February 22nd. Surely, if Congress can be here, so can you and I have no doubt that you are eager to take advantage of the earliest opportunity possible to meet with lawmakers and have an open, candid and transparent dialogue with us, as well as the American people.

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[1] *Toyota slow to react: LaHood,* CBC NEWS, Feb. 2, 2010, available at http://www.cbc.ca/money/story/2010/02/02/toyota-january-sales.html#ixzz0fEpNk4uQ (quoting Sec. LaHood, "If it had not been for the work of [the National Highway Traffic Safety Administration] pushing Toyota to make the recall, travelling to Japan, meeting with the top officials of Toyota in Japan and telling them that their folks in the United States seem to be a little safety deaf when it came to us talking to them, I don't know if the recall would be taking place.")

In addition, I'd like to personally extend an invitation for you to meet with a bipartisan group of House and Senate Members. As an electronics manufacturer who worked with auto companies in the past, including Toyota, I would welcome the opportunity to hear directly from you and to help facilitate a bipartisan and bicameral dialogue with other lawmakers.

For years, Toyota has been a good corporate citizen, meeting consumer demand while providing opportunities for U.S. employees and small businesses alike. As such, I am sure you share my interest in understanding how these recent safety-related recalls occurred, preventing similar situations in the future, and renewing consumer confidence in Toyota products.

I look forward to having the opportunity to discuss these matters with you in person in the coming weeks. If you have any questions please feel free to reach out to me directly or you can contact Kristina Moore or John Ohly with the Committee staff at 202-225-5074.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

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ANH "JOSEPH" CAO, LOUISIANA

February 16, 2010

The Honorable Dave McCurdy
President
Alliance of Automobile Manufacturers
1401 Eye Street, N.W., Suite 900
Washington, DC 20005

Dear Mr. McCurdy:

The Committee on Oversight and Government Reform, of which I am the Ranking Member, is one of multiple Congressional Committees seeking to learn more about safety concerns associated with Toyota and other vehicle manufacturers. Our preliminary investigation has raised serious questions regarding the ability of the National Highway Transportation Safety Administration (NHTSA) to adequately regulate the automobile industry. As the President of the Alliance of Automobile Manufacturers ("Auto Alliance"), which represents 11 auto manufacturers and interfaces on their behalf with NHTSA, I am writing to you to learn more about the strengths and weaknesses of this agency in detecting and remedying auto defects.

As you are aware, the automotive industry has rapidly transformed from one dominated by mechanical engineers into one reliant on software engineers. To the industry's credit, this rapid transformation has been spurred on by significant expenditures in research and development. In 2008, Toyota alone led the industry, investing $8.9 billion into research and development programs. In the same year, NHTSA, which is in charge of ensuring the safety of the driving public, was appropriated $16.7 million for safety assurance. Given this disparity in funding and resources, it is not surprising that some have charged that NHTSA has not adequately kept pace with the technological capabilities of the industry. In addition to the lack of comparative resources, I am also concerned that NHTSA often declines to pursue a safety defect investigation in part because of limited funding.

In light of these concerns, I am requesting you share your experience as the President of the Auto Alliance so that the Committee may gain a better understanding of how NHTSA operates and regulates the automobile industry. As our hearing is scheduled for February 24, 2010, I would appreciate receiving your response no later than Monday February 22, 2010.

1. In your opinion, is the capacity of NHTSA, in terms of both resources and staff sufficient to adequately regulate auto safety in the United States? Please explain your answer.

2. Please characterize the ability of NHTSA to effectively regulate and ensure motor vehicle safety in the U.S., in terms of funding, staffing, and legal authority in comparison to regulatory regimes in Japan, Germany, Canada, and Great Britain.

3. Please describe in general terms the process typically used by vehicle manufacturers to identify, investigate, and remedy defects occurring in vehicles in the U.S. and in other markets.

4. Please describe in general terms the process typically used by vehicle manufacturers to communicate to NHTSA the existence of a defect and the remedy to be provided.

5. Are vehicle manufacturers required to report to NHTSA the existence of potential defects in markets outside the US?

6. Please describe any non-Federal regulatory or legal requirements covering consumer complaints and defects.

7. In a typical year, how many campaigns are conducted by vehicle manufacturers to remedy motor vehicle defects? How many of these campaigns are the result of pressure from NHTSA.

8. Please describe in general terms the process typically used by vehicle manufacturers to communicate to affected customers the existence of a defect and the remedy to be provided.

9. Please estimate the number of crashes occurring annually that are attributable to motor vehicle defects and other causes.

10. While the number of fatalities resulting from motor vehicle crashes annually in the U.S. has declined, please estimate the number of fatalities that might be avoided were defects identified and remedied sooner.

11. Considering that motor vehicles and motor vehicle systems have grown more complex over the years, please describe the defect trends observed over time.

12. Please describe in general terms the process typically used by vehicle manufacturers to develop and validate safety-critical motor vehicle systems, in particular with respect to ensuring that electronic systems are resistant to electromagnetic interference.

If you have any questions regarding this request, please don't hesitate to contact me directly, or have you staff contact Kristina Moore, Senior Counsel at 202-226-5080. Thank you in advance for your cooperation.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

Alliance OF AUTOMOBILE MANUFACTURERS

Dave McCurdy
President and CEO

February 22, 2010

The Honorable Darrell Issa
Ranking Member
Committee on Oversight and Government Reform
U.S. House of Representatives
Washington, DC 20515

Dear Ranking Member Issa:

In response to your letter of February 16, 2010, the Alliance appreciates the opportunity to provide you and others in the Congress with the industry's perspective on manufacturing, selling and servicing the safest motor vehicle fleet in the world. As you and your colleagues review the National Highway Traffic Safety Administration's (NHTSA) efforts with respect to vehicle defect investigations, it is important to bear in mind the broader context of motor vehicle safety in the U.S. today.

Simply put, today's vehicles are safer than ever in our history – and the facts tell the story.

NHTSA's mission is to "save lives, prevent injuries and reduce economic costs due to road traffic crashes, through education, research, safety standards and enforcement activity." By many measures, NHTSA has been effective.

- Overall, the number of traffic fatalities reported in 2008 fell nearly 10 percent compared to 2007.
- In 2008 alone, safety belts saved 13,000 lives, and NHTSA and automakers have both conducted extensive campaigns that have helped raise safety belt usage to an all time high.
- Less than 1 percent of police-reported crashes results in a fatality.
- Fatalities and serious injuries resulting from motor vehicle crashes in the U.S. are at their lowest level in 49 years, in spite of the fact that the number of licensed drivers has more than doubled and annual vehicle miles travelled (VMT) have more than quadrupled in that same timeframe.

- These results can be attributed to significant technological advances in the design and construction of automobiles, tough but fair regulatory initiatives at the federal level, increased safety belt usage, and road infrastructure improvements.

The United States leads the world in automobile safety, and other countries emulate our policies.

- Congress established NHTSA as a centralized body to gather data, test and regulate automobiles, and granted NHTSA authority unparalleled in other countries. Automobile safety experts associated with foreign governments routinely consult NHTSA experts for advice on regulations and safety metrics.

- NHTSA was the first government agency in the world to implement a New Car Assessment Program (NCAP) that provides ratings to guide consumers for crashworthiness, and this consumer guide was recently expanded to include crash avoidance features. Euro NCAP, a non-governmental body, followed the U.S. a decade later, using the American NCAP as the original basis for its tests and continuing to monitor the U.S. protocol closely.

- The U.S. has many of the most extensive safety regulations in the world. For example, Federal Motor Vehicle Safety Standard (FMVSS) 208 (Occupant Crash Protection) represents the most comprehensive crash standard in the world, requiring use of a range of test dummies, angled crash tests at various speeds and ability to suppress airbags when child seats are used. In addition, FMVSS 126 (Electronic Stability Control Systems) and FMVSS 214 (Side Impact Protection), along with the proposed FMVSS 226 (Ejection Mitigation), set new global standards for safety.

Automobiles are complex, integrated systems that undergo years of rigorous testing and certification before they ever go on sale.

- Automakers are world leaders in research and development spending. In fact, in 2009...even in the worst market since the Great Depression...automobile manufacturers still invested $86 billion on research and development, much of it devoted to advanced vehicle safety technologies.

- Today's high-tech automobile is assembled from thousands of parts all performing specialized functions in carefully specified ways. An automobile must function in the harshest climate conditions, from freezing cold to 100% humidity to desert temperatures...running on the roughest roads, from urban potholes to unpaved country roads....performing at highway speeds...for the full useful life of the vehicle...while meeting thousands of regulatory requirements.

- Consider how much testing goes into an automobile just for durability. An automobile needs to withstand years of tough duty, so researchers keep studying how to extend a vehicle's life. To test for durability, an automaker can easily rack up 2 million miles of on-road and track testing on a single model of vehicle. That equates to 80 trips around the world.

Automakers employ the highest quality standards, so defects are rare.

- As one of the most regulated products in the marketplace, the automobile undergoes rigorous testing to validate performance to engineering and regulatory standards. Through the Society of Automotive Engineers (SAE), 14,000 mobility experts in 100+ countries have worked together to develop more than 2,600 globally recognized standards for motor vehicle transport.

- The durability of today's automobiles is at all time highs...and consumers expect nothing less. Customers are now able to drive their cars longer. The median age of cars in 1970 was 4.9 years, according to R.L. Polk & Co. In 2007, the median age is twice as high, 9.2 years.

- J.D. Power and Associates, recognized for their quality studies, reports that vehicle quality and dependability have improved significantly in the past decade. Their Vehicle Dependability Survey demonstrates a 62 percent reduction in problems over the past decade.

- Consumer electronics are certainly sophisticated technology, but today's automobiles undergo more rigorous testing. The useful life of consumer electronics is typically 3-5 years, compared to more than double that for automobiles. Generally, microprocessors in automobiles must withstand temperature swings from -40 to 130 degrees—double the temperature specs for consumer electronics.

Automakers pursue diligent efforts to protect our customers...who include our families.

- Safety is one of the industry's top priorities. Many of today's most significant safety features have been developed and introduced by automakers....without a government mandate. It's in our interests to do so, because safety sells like never before. Voluntary safety features include anti-lock brakes, electronic stability control, electronic roll mitigation, adaptive headlights, side airbags and curtains, front passenger safety belt reminder systems and advanced collision avoidance features.

- Automakers are focusing on enhancing safety in multiple ways: crash worthiness, crash avoidance, crash mitigation, and post-crash emergency response facilitation. Today's vehicle technologies, such as electronic stability control, forward collision warning and lane departure protection systems, are being implemented by manufacturers voluntarily ahead of any regulatory requirements to help drivers avoid crashes and lessen their severity when they do occur. Advanced technologies are also implemented to protect occupants involved in crashes, with technologies like advanced airbags, advanced head restraints and safety belt pre-tensioners. Finally, many newer vehicles incorporate technologies designed to facilitate emergency response to crashes, such as automatic collision notification.

Automakers stand behind the quality of our products through recalls and consumer satisfaction programs.

- Because manufacturers are continually monitoring field data about their products, automakers launch many recalls before any crashes or injuries happen. Even with a lengthy and rigorous development and testing process, automobiles are recalled every year in an abundance of caution to protect consumers.

- When it is determined that a safety defect does exist, it is in the best interests of consumers, automakers and regulators to see quick action, and the fastest response occurs when automakers voluntarily initiate recalls.

- Most vehicle recalls are initiated and undertaken by automakers prior to any NHTSA investigation or involvement. In 2009, there were 492 recalls, all of which were voluntary, affecting 16.4 million vehicles. Of that total, only 152, or about 30 percent, were influenced by some NHTSA action and were voluntarily recalled by the manufacturer.

- Consumer complaints and defects are not synonymous. For example, manufacturers receive more customer complaints about brakes than any other part of the vehicle. Upon investigation, most brake-related complaints are about brake dust collecting on the outside of alloy wheels....which is not a defect but a side effect of the brakes doing their job.

NHTSA—and federal law—demand specific, transparent actions to protect consumers.

- Federal law requires all automobile manufacturers to notify NHTSA within five days of determining that a safety defect exists, and to promptly conduct a recall.

- Providing consumer notice is a priority, to both automakers and to NHTSA. Under statute, automakers must notify customers by mail, explaining the potential safety hazards and the correction process. NHTSA supports this process through its Vehicle Safety Hotline and its website, www.safercar.gov.

- Automakers comply with extensive reporting requirements to assist NHTSA in identifying potential safety defects in a timely manner, including reports of injuries and deaths related to an alleged or proven defect, consumer complaints, warranty claims, field reports, property damage, customer satisfaction campaigns, consumer advisories, recalls (including foreign recalls) or other activities involving the repair or replacement of vehicles or equipment, as required by the National Traffic and Motor Vehicle Safety Act, as amended by the TREAD Act in 2000.

- In addition, there are stringent non-federal regulatory or legal requirements covering consumer complaints and defects. The automobile is one of the most heavily regulated consumer products in American commerce. A panoply of laws, regulations and potential legal liability attach to everything from production, advertising, sale and repair, to ultimate disposal or recycling. For example, every state has a vehicle-specific Lemon Law that requires manufacturers to repurchase new vehicles that contain defects that impair the use, value or safety of those vehicles.

In summary, a range of data demonstrates that our roads are safer today, even with consumers driving more. These results can be attributed to rigorous R&D and high quality standards by automakers, and regulatory requirements that lead the world. In the event of a recall, the statutes are explicit on the procedures. Our system of "checks and balances," including Congressional oversight, the courts and consumer buying patterns, helps maintain the safest motor vehicle fleet in the world.

In your letter, you provided a dozen questions for responses, and specific answers are attached. Thank you for the opportunity to summarize how automobile safety is a top priority to automakers.

Sincerely,

Dave McCurdy

Dave McCurdy

Enclosures

cc: The Honorable Edolphus Towns

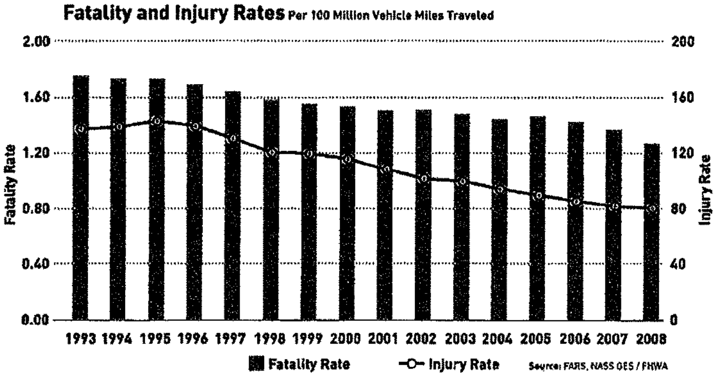
ALLIANCE OF AUTOMOBILE MANUFACTURERS, INC.
RESPONSE TO
COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM
NHTSA REGULATION OF AUTO INDUSTRY

1. ***In your opinion, is the capacity of NHTSA, in terms of both resources and staff sufficient to adequately regulate vehicle safety in the United States? Please explain your answer.***

NHTSA needs to have the necessary resources (authority, funding, staffing) to fulfill its mission. The annual budgeting process provides Congress the opportunity to regularly review whether sufficient resources exist and whether those resources are being used to maximum advantage.

Congress has consistently funded NHTSA above authorization levels. NHTSA has about 635 employees and an annual budget of $870 million, 70 percent of which goes to states and local governments in the form of highway traffic safety grants. The near–term priority plan recently published by the agency[1] and the longer–term plan now under development by the agency[2] are useful tools to NHTSA, the industry it regulates, and other safety partners. These documents are also useful tools by which the Committee may exercise oversight of the agency, as they can also be used to gauge the extent of resources needed to accomplish these plans.

NHTSA's mission is to "*save lives, prevent injuries and reduce economic costs due to road traffic crashes, through education, research, safety standards and enforcement activity.*" By the most important objective measure – the number of fatalities and serious injuries resulting from motor vehicle crashes – the agency has been very successful. Compared to 2007, overall traffic fatalities reported in 2008 fell nearly 10 percent to their lowest level since 1961. The fatality rate (fatalities per vehicle mile driven), which accounts for variables like fewer miles traveled, also reached the lowest level ever recorded. In fact, less than 1percent of police-reported crashes result in fatalities.



Fatality and Injury Rates Per 100 Million Vehicle Miles Traveled

Source: FARS, NASS GES / FHWA

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[1] See 74 Fed. Reg. 57623, November 9, 2009.

[2] See 74 Fed. Reg. 57385, November 5, 2009.

ALLIANCE OF AUTOMOBILE MANUFACTURERS, INC.
RESPONSE TO
COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM
NHTSA REGULATION OF AUTO INDUSTRY

NHTSA's principal legal authority comes from the National Traffic and Motor Vehicle Safety Act of 1966, as amended. The Transportation Recall Enhancement, Accountability and Documentation Act (the TREAD Act), among other things, amended the Safety Act. The Safety Act is codified in Chapter 301 of Title 49 of the United States Code. Additional authority for NHTSA resides in Chapters 321, 323 (Consumer information), 325 (bumper standards), 327 (odometers), and 329 (automobile fuel economy) and Title 23 U.S.C. sections 401-411 (grants and highway safety programs). Implementing regulations are codified at Chapter V of Title 49 of the Code of Federal Regulations.

Sections §30118-30121, §30163, and §30165-30166 of 49 U.S.C. Chapter 301, *Motor Vehicle Safety,* provide specific authority (granted to the Secretary of Transportation, carried out by NHTSA) relating to enforcement activities associated with safety defects in motor vehicles (and motor vehicle equipment) and failures to comply with applicable Federal Motor Vehicle Safety Standards (FMVSS). Please see Appendix A to these comments. The corresponding implementing regulations are codified at Parts 573 through 579 of Title 49 of the Code of Federal Regulations.

NHTSA also has various resources available to it to aid in the detection of potential defects. NHTSA's Enforcement Division investigates defects and non-compliances. A brief overview of this activity is given below.

- The Office of Defects Investigation (ODI) investigates possible defect trends, and where appropriate, seeks recalls of vehicles and vehicle equipment that pose an unreasonable risk to motor vehicle safety. ODI analyzes the various data received or developed to determine whether anomalies or trends exist that potentially indicate the presence of a defect trend and an unreasonable risk to motor vehicle safety:

    - As required by the TREAD Act, NHTSA developed and maintains a comprehensive and sophisticated data warehouse/system (ARTEMIS) to access the voluminous amount of early warning reporting (EWR) data submitted quarterly by manufacturers. Please see Appendix B for more information about the EWR requirements.

    - The agency annually receives approximately 30,000 complaints from vehicle owners, and pursues multitudes of evaluations and investigations based on this information.

- The agency's Office of Vehicle Safety Compliance (OVSC) is responsible for the development of objective and repeatable compliance test procedures for new and amended FMVSS that the agency uses to evaluate conformance to the regulations. It also conducts the agency's vehicle compliance test program that annually conducts an average of 230 vehicle tests and over 800 tests on motor vehicle equipment.

- In addition to the compliance test program, testing performed by the agency's New Car Assessment Program (NCAP) also provides an indication of compliance with related FMVSS requirements and can help identify the existence of potential safety-related concerns. Historically, NHTSA conducts more than 150 NCAP vehicle crash tests per year that covers over 85 percent of the new car fleet.

In FY2010, NHTSA has an enforcement budget of $18,077,000. Specifically, Vehicle Safety Compliance is funded at $8,096,000; Safety Defect Investigations is funded at $9,829,000. These amounts go to support DOT safety goals by ensuring compliance with motor vehicle safety standards, evaluating safety-related concerns in motor vehicles and motor vehicle equipment, enforcing the Federal odometer law, encouraging enforcement of State odometer laws, and by ensuring that manufacturers conduct recalls in a timely manner.

Further, consumers and others have the ability to monitor defect proceedings and recalls via two websites established by NHTSA for this purpose. These are: www.safercar.gov and www.recalls.gov.

Fatalities and serious injuries resulting from motor vehicle crashes in the U.S. are at their lowest level in 49 years, in spite of the fact that the number of licensed drivers has more than doubled and annual vehicle miles travelled have more than quadrupled in that same timeframe. Fewer fatalities per mile driven are occurring on U.S. roads than at any other time in the modern era of driving, showing that the agency and the industry are doing many things very well to innovate, develop, and implement effective safety systems and programs. This is attributable to significant technological advances in the design and construction of automobiles, tough but fair regulatory initiatives at the federal level, increased safety belt usage, and road infrastructure improvements.

2. ***Please characterize the ability of NHTSA to effectively regulate and ensure motor vehicle safety in the U.S., in terms of funding, staffing, and legal authority in comparison to regulatory regimes in Japan, Germany, Canada, and Great Britain.***

The United States leads the world in vehicle safety, and other countries emulate our policies. Congress established NHTSA as a centralized body to gather a broad set of safety-related data and to test and regulate vehicles, and has granted NHTSA authority unparalleled in other countries. Safety experts associated with foreign governments routinely consult NHTSA experts for advice on regulations and safety metrics.

NCAP is just one example of a U.S.-led effort that has served as a model for the development of similar programs around the globe. NHTSA was the first government agency in the world to implement a New Car Assessment Program (NCAP) that provides ratings to guide consumers for crashworthiness, including for rollover safety and the program was recently expanded to include crash avoidance technologies. Euro NCAP, a non-governmental body, followed the U.S. a decade later, using the American NCAP as the original basis for its tests. It continues to monitor the U.S. protocol closely.

The U.S. has many of the most extensive safety regulations in the world. For example, FMVSS 208 (Occupant Crash Protection) represents the most comprehensive crash standard in the world, requiring use of a range of test dummies, angled crash tests at various speeds and ability to suppress airbags when child seats are used. In addition, FMVSS 126 (Electronic Stability Control Systems) and FMVSS 214 (Side Impact Protection) and the proposed FMVSS 226 (Ejection Mitigation) -- utilizing features voluntarily implemented by manufacturers prior to being regulated -- are setting new global standards for safety.

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3. ***Please describe in general terms the process typically used by vehicle manufacturers to identify, investigate, and remedy defects occurring in vehicles in the U. S. and in other markets.***

Safety starts long before a car registers the first mile on its odometer. Vehicle safety involves years of research, design, product development, laboratory testing, computer simulations, road testing, durability trials, consumer testing, certification and more. That is why bringing a new model to market can take up to 5 to 7 years. Advanced features may take even longer to develop prior to introduction.

Safety is one of the industry's top priorities. Beyond all of the safety development work that goes into designing and producing new vehicles, thousands of engineers and specialists actively and continuously monitor the field performance (e.g., review of warranty claims, customer correspondence and information from suppliers) of their products, in addition to reviews of consumer complaints and Early Warning data supplied to NHTSA. Each manufacturer has a review process to monitor this field data to determine whether a defect trend related to motor vehicle safety can be identified and whether a recall is appropriate.

Vehicle manufacturers monitor their field data for a multitude of reasons to: (1) identify potential defects in the design or manufacture that require remedy, (2) continuously improve the quality of their vehicles, and (3) improve customer satisfaction.

4. ***Please describe in general terms the process typically used by vehicle manufacturers to communicate to NHTSA the existence of a defect and the remedy to be provided.***

Federal law requires all vehicle manufacturers to notify NHTSA within five working days of determining that a safety defect exists and promptly conduct a recall. See 49 CFR Part 573, "Defect and Non-Compliance Responsibility and Reports." Federal law further requires manufacturers to submit to NHTSA a description of the manufacturer's program for remedying the defect or non-compliance. The agency has the authority to order a vehicle manufacturer to expand the sources of replacement parts or the number of authorized repair facilities beyond those usually and customarily used to accelerate the completion of the remedy program.

Manufacturers must also submit to the agency quarterly progress reports to allow the agency to track a manufacturer's progress in completing its recall program. If NHTSA believes that progress is insufficient, it may order a manufacturer to issue additional notifications to affected vehicle owners in an attempt to increase the completion rate.

Finally, as established by the TREAD Act, federal law specifies requirements for manufacturers to reimburse owners and purchasers for costs incurred for remedies completed in advance of the manufacturer's remedy program. Details of a manufacturer's reimbursement plan must be provided to . NHTSA.

5. ***Are vehicle manufacturers required to report to NHTSA the existence of potential defects in markets outside the US?***

Federal law, 49 U.S.C. section 30166, as amended by the TREAD Act (P.L. 106-414) requires manufacturers to report to NHTSA defects in motor vehicles in foreign countries, as follows:

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(l) **Reporting of defects in motor vehicles and products in foreign countries.—**

(1) Reporting of defects, manufacturer determination.—Not later than 5 working days after determining to conduct a safety recall or other safety campaign in a foreign country on a motor vehicle or motor vehicle equipment that is identical or substantially similar to a motor vehicle or motor vehicle equipment offered for sale in the United States, the manufacturer shall report the determination to the Secretary [of Transportation—i.e., NHTSA].

(2) Reporting of defects, foreign Government determination.—Not later than 5 working days after receiving notification that the government of a foreign country has determined that a safety recall or other safety campaign must be conducted in the foreign country on a motor vehicle or motor vehicle equipment that is identical or substantially similar to a motor vehicle or motor vehicle equipment offered for sale in the United States, the manufacturer of the motor vehicle or motor vehicle equipment shall report the determination to the Secretary.

(3) Reporting requirements.—The Secretary shall prescribe the contents of the notification required by this subsection.

6. ***Please describe any non-Federal regulatory or legal requirements covering consumer complaints and defects.***

The automobile is one of the most heavily regulated consumer products in American commerce. A panoply of laws, regulations and potential legal liability attach to everything from production, advertising, sale and repair, to ultimate disposal or recycling.

The Federal Trade Commission and "baby FTCs" in the states regulate manufacturers and enforce statutes designed to prevent unfair and deceptive trade practices, including misleading advertising of deceptive products or failure to keep the promises made in the warranties that accompany every vehicle.

Every state has a vehicle-specific Lemon Law that requires manufacturers to repurchase new vehicles that contain defects that impair the use, value or safety of those vehicles. These statutes vary in detail from state to state, but, like the federal Magnuson-Moss Act, require manufacturers to honor warranties and to repair defects in individual vehicles within a reasonable time or reasonable number of repair attempts. The defects covered by these laws include virtually all aspects of the vehicle and are not limited to safety-related problems, although some state Lemon Laws have separate and more stringent provisions dealing with safety.

Automakers compete vigorously on reputation for safety and reliability. In fact, many of today's most significant safety features have been developed and introduced by automakers without a government mandate. It is in their interests to do so because consumers demand it, and safety sells like never before. Since consumers place such a premium on safety, automakers monitor and respond to customer concerns quickly. Manufacturers continually monitor a range of data to respond to consumers, including consumer complaints, warranty claims, property damage and field data about their products and conduct consumer satisfaction campaigns, consumer advisories and many recalls before any crashes or injuries occur.

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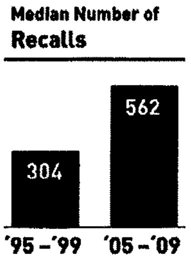
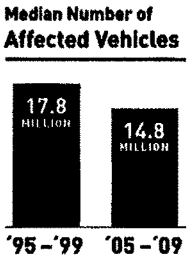
7. ***In a typical year, how many campaigns are conducted by vehicle manufacturers to remedy motor vehicle defects? How many of these campaigns are the result of pressure from NHTSA.***

The trend in recalls is for manufacturers to evaluate concerns sooner and respond quickly with voluntary initiatives when needed. Most recalls occur before there have been any fatalities, injuries or crashes which may be attributable to the defect being remedied. Since 1966, when the Safety Act was enacted, through 2009 there have been 12,727 vehicle recalls involving 467,180,795 vehicles to remedy safety–related defects and non-compliances. In 2009, there were 492 recalls affecting 16.4 million vehicles. Of that total, 340 of those recalls, or about 70 percent, were undertaken by manufacturers without any NHTSA involvement; the remaining 152 recalls were "influenced" by NHTSA. With respect to recalls that are NHTSA "influenced," usually, there are legitimate questions regarding whether the issue observed in the field actually presents an "unreasonable risk to motor vehicle safety," (the statutory threshold for triggering notice and remedy) or whether a defect trend exists.

During the five-year period comprised of 2005 through 2009, the median number of vehicle recalls undertaken annually was 562 affecting 14.8 million vehicles. Comparing this five-year period to the five-year period comprising 1995 through 1999, the median number of recalls conducted annually has increased by 85 percent while the number of affected vehicles has declined by approximately 17 percent. This suggests that both NHTSA and the industry are doing a better job of identifying and pinpointing safety–related defects and taking faster action to remedy those defects. The current trend further indicates that manufacturers are identifying defects sooner, as evidenced by the decline in the population of vehicles affected.





8. ***Please describe in general terms the process typically used by vehicle manufacturers to communicate to affected customers the existence of a defect and the remedy to be provided.***

Providing consumer notice is not only a priority for automakers, it is required by law and there are very detailed and transparent procedures (Code of Regulations Title 49 – Part 577, "Defect and Noncompliance Notification"). NHTSA's Web site, www.safercar.gov, outlines a very clear consumer communications process that is also available in the administration's "Motor Vehicle Safety Defects and Recalls; What Every Vehicle Owner Should Know," publication.

NHTSA's requirements include that, within a reasonable time after determining a safety defect or noncompliance, manufacturers must draft a NHTSA-approved letter using federally required language to explain a number of important elements. This document must be sent via first class mail to all of the affected vehicles' current registered owners and purchasers listed in state motor vehicle office records. This correspondence must declare the concern's existence, provide an evaluation of its risk to motor vehicle safety and explain other potential safety hazards the concern presents. Additionally, it must instruct consumers on how to have corrective action taken, remind them that corrections are to be made at no charge, inform them of when the remedy will be available and how long it will take to perform, and provide a point of contact for those who may believe they encounter a problem obtaining free recall work.

In the event consumers do not receive a notification letter but believe their vehicles might be involved in a recall campaign, then they can contact the Vehicle Safety Hotline at 888-327-4236 or 800-424-9393, visit the NHTSA www.safercar.gov Web site, or contact the manufacturer or dealer.

9. ***Please estimate the number of crashes occurring annually that are attributable to motor vehicle defects and other causes.***

One of the most significant studies on the factors that contribute to motor vehicle crashes was the *Tri-Level Study of the Causes of Traffic Accidents* conducted in the 1970's by the Indiana University at Bloomington Institute for Research in Public Safety. The study investigated how frequently various factors contributed to traffic crashes. The study found that crashes were caused by driver-based factors, roadway or weather-related factors, or vehicle-related factors. The study assessed causal factors as either definite, probable, or possible. The study concluded that driver-based factors were definite or probable causal causes in 93 percent of crashes; roadway or weather-related factors in 33 percent; and vehicle-related factors in 13 percent[3].

In 2005, Congress authorized NHTSA to conduct a National Motor Vehicle Crash Causation Survey (NMVCCS). This effort involved a nationwide survey of crashes involving light passenger vehicles with a focus on the factors related to pre-crash events. NMVCCS investigated a total of 6,950 crashes during a three-year period from January 2005 to December 2007. The results of this new survey are in consistent with the Tri-Level study conducted nearly three decades prior. The NMVCCS found that of all crash factors, the vehicle was attributable as a factor 2.09 percent of the time while the driving environment was a factor 2.48 percent of the time and the driver was a factor 95.43 percent of the time. Vehicle factors include both equipment-related and maintenance related failures.

Within that 2.09 percent of the time when the vehicle was a crash factor; tire failure, wheel failure or degradation of either was a reason for vehicle crashes in 43 percent of studied cases; brake failure/degradation factored into the crash 25 percent of the time while steering/suspension/transmission or engine failure was a factor in 10.5 percent of the studied crashes. "Various" other reasons make up critical factors 21 percent of the time[4].

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[3] *"Research Continues on a Variety of Factors That Contribute to Motor Vehicle Crashes,"* Report to Congressional Requesters, United States General Accounting Office, GAO-03-436, March 2003.

[4] "National Motor Vehicle Crash Causation Survey," Report to Congress, National Highway Traffic Safety Administration, U.S. Department of Transportation, DOT HS 811 059, July 2008.

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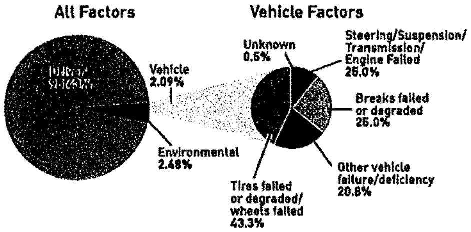
NMVCCS Findings



10. ***While the number of fatalities resulting from motor vehicle crashes annually in the U.S. has declined, please estimate the number of fatalities that might be avoided were defects identified and remedied sooner.***

    As earlier noted, most recalls are unrelated to life-threatening defects. The *Tri-Level Study of the Causes of Traffic Accidents* concluded that, at 93 percent, the leading definite or probable causal factor in crashes was driver-based factors, followed by roadway or weather-related factors at 33 percent; and vehicle-related factors at the much lower rate of 13 percent.

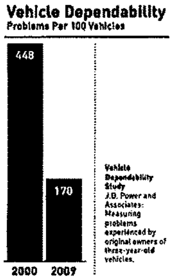
    The 2005 Congressionally-authorized NHTSA survey supported the earlier Tri–Level Study that said the vehicle played a small factor in crashes.

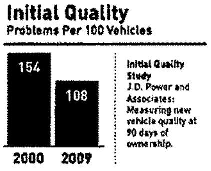
11. ***Considering that motor vehicles and motor vehicle systems have grown more complex over the years, please describe the defect trends observed over time.***

    Customers are demanding better vehicle performance, driving the need to provide cleaner, safer, and more efficient vehicles. Advanced technologies, such as computerized valve control, regenerative breaking, and engine stop-start technology, enhance automobile fuel efficiency and safety, but also add complexity. Today's automobile is among the most sophisticated products widely available to the general public. At the same time, market forces play a fundamental role in ensuring that vehicle quality and safety remain critical to any product's success, regardless of the product's complexity.

    There are two divergent trends caused by improving quality performance. First, most high volume recalls concern older models with longer-term durability concerns. Second, the emphasis on quality has also resulted in a much smaller volume of recalls on newer models. Manufacturers are able to identify potential defect trends more quickly and act to resolve safety-related defects faster to reduce the number of customers who are affected.

    The often-cited J.D. Power and Associates reports on initial quality and on vehicle dependability both illustrate strong improvements. The Initial Quality Study (IQS) shows a 30 percent drop in problems over the 10-year period starting in 2000, while, over the same time span, the Vehicle Dependability Study (VDS) reports a 62 percent reduction in problems.





"The Initial Quality Study serves as the industry benchmark for new-vehicle quality measured at 90 days of ownership. The study is used extensively by manufacturers worldwide to help them design and build better vehicles and by consumers to help them in their vehicle purchase decisions. Initial quality has been shown over the years to be an excellent predictor of long-term durability, which can significantly impact consumer purchase decisions. The study captures problems experienced by owners in two distinct categories—design-related problems and defects and malfunctions," according to the study.

Meanwhile, the VDS study, which measures problems experienced by original owners of three-year-old vehicles, "has been redesigned to include 202 different problem symptoms across all areas of the vehicle. Overall dependability is determined by the level of problems experienced per 100 vehicles (PP100), with a lower score reflecting higher quality. The study is used extensively by vehicle manufacturers worldwide to help design and build better vehicles – which typically retain higher resale values – and by consumers to help them make more informed choices for both new and used vehicles," according to the study.

12. ***Please describe in general terms the process typically used by vehicle manufacturers to develop and validate safety-critical motor vehicle systems, in particular with respect to ensuring that electronic systems are resistant to electromagnetic interference.***

Vehicle manufacturers have been developing advanced technologies for many years using extensive development prove-out methodologies before implementing into production. Manufacturers design their systems taking EMI into consideration. If there were an EMI effect, key vehicle electronics systems have back-up and fail-safe modes that protect against EMI effects.

Vehicle manufacturers use their own proprietary in-house engineering standards as well as international testing and validation standards such as ISO, SAE, DIN, and others. These standards provide vehicle and component test methods for electrical disturbances from radiated electromagnetic energy, test methods for electrical disturbances from conduction and coupling as well as electrostatic discharge.

Further, the industry has established the Automotive EMC Recognition Program (AEMCLAP) to accredit EMC test laboratories. The AEMCLAP was developed to address quality issues related to component and subsystem EMC testing. The objective of AEMCLAP is to verify that the EMC test laboratory can demonstrate compliance with the quality system and technical requirements of ISO 17025, "General requirements for the competence of testing and calibration laboratories," and its own quality policies and procedures.

APPENDICIES

Appendix A – NHTSA's Authority under the Safety Act

Appendix B – Early Warning Reporting Requirements under the TREAD Act

Appendix C – Committee on Oversight and Government Reform Information Request Letter

APPENDIX A

ALLIANCE OF AUTOMOBILE MANUFACTURERS, INC.
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APPENDIX A
NHTSA'S AUTHORITY UNDER THE SAFETY ACT

NHTSA's principal legal authority comes from the National Traffic and Motor Vehicle Safety Act of 1966, as amended. The Motor Vehicle Information and Cost Savings Act and the Transportation Recall Enhancement, Accountability and Documentation Act (the TREAD Act), among other things, amended the Safety Act. The Safety Act is codified in Chapter 301 of Title 49 of the United States Code. Additional authority for NHTSA resides in Chapters 321, 323 (Consumer information), 325 (bumper standards), 327 (odometers), and 329 (automobile fuel economy) and Title 23 U.S.C. sections 401-411 (grants and highway safety programs), however, those sections are not addressed in this summary.

The following sections of 49 U.S.C. Chapter 301, *Motor Vehicle Safety*, provide specific authority (granted to the Secretary of Transportation, carried out by NHTSA) relating to enforcement activities associated with safety defects in motor vehicles (and motor vehicle equipment) and failures to comply with applicable Federal Motor Vehicle Safety Standards (FMVSS):

- **The Secretary shall notify a manufacturer** (and publish in the Federal Register) immediately **after making an initial decision** (through testing, inspection, investigation, or research, examining communications, or otherwise) **that a vehicle contains a safety defect or fails to comply with an applicable FMVSS.** § 30118.
    - The Secretary may make a final decision only after the manufacturer's opportunity to present information, views, and arguments that there is no defect or noncompliance or that the defect does not affect safety. Interested persons may also present information, views, and arguments.
    - If the Secretary decides the vehicle or equipment contains a defect or does not comply, the Secretary shall order the manufacturer to (1) provide notice to owners, purchasers and dealers, and (2) remedy the defect or noncompliance.
        - The Secretary may decide a defect or noncompliance is inconsequential to safety and exempt the manufacturer from notification and remedy requirements.
            - Such exemption is only (1) on application of the manufacturer, (2) after notice in the Federal Register, and (3) after interested person have the opportunity to present information, views, and arguments.
        - On its own motion or on petition of any interested person, the Secretary may conduct a hearing (during which interested persons can present information, views and arguments) to decide whether the manufacturer has met the notification requirements under this section. § 30118.

    - **The Secretary shall prescribe the timing, means and information to be included in the notification manufacturers must provide concerning a safety defect or noncompliance.**

  - The Secretary may reject the manufacturer's timetable to remedy the vehicles.
  - The Secretary may order the manufacturer to send a second notification if not satisfied that the original notification resulted in an adequate number of vehicles returned for remedy. § 30118.

- Manufacturers must remedy a vehicle defect or noncompliance either by (1) repairing the vehicle, (2) replacing the vehicle with an identical or reasonably equivalent vehicle, or (3) by refunding the purchase price, less a reasonable allowance for depreciation, and failure to repair adequately not later than 60 days after a vehicle is presented is prima facie evidence of failure to repair within a reasonable time.
  - However, **the Secretary may extend, by order, the 60-day period if good cause for an extension is shown** and the reason is published in the Federal Register before the period ends.
  - In addition, **the Secretary may prescribe regulations to allow the manufacturer to impose conditions on the replacement of a motor vehicle or refund of its price as its remedy for a defect or noncompliance.** § 30120(a).

- **The Secretary may require the manufacturer to accelerate the remedy program** if the Secretary determines that a manufacturer's remedy program is not likely to be capable of completion within a reasonable time, if the Secretary finds:
  - there is a risk of serious injury or death if the remedy program is not accelerated; and
  - acceleration of the remedy program can be reasonably achieved by expanding the sources of replacement parts, expanding the number of authorized repair facilities, or both. § 30120(c).

- **The Secretary shall make the manufacturer's program for remedying a defect or noncompliance available to the public** and publish a notice of availability in the Federal Register. § 30120(d).

- **The Secretary may conduct a hearing to decide whether the manufacturer has reasonably met the remedy requirements under this section,** on its own motion or on application from an interested person. Interested persons may present information, views, and arguments on whether the manufacturer has reasonably met the remedy requirements.
  - If the Secretary decides a manufacturer has not reasonably met the remedy requirements, the Secretary shall order the manufacturer to take specified action to meet those requirements and may take other action. § 30120(e).

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NHTSA'S AUTHORITY UNDER THE SAFETY ACT

- **The Secretary may require the manufacturer to provide notice in the event the manufacturer contests through a civil action a finding that a defect or noncompliance exists.** § 30121.

- **The Secretary, when practicable, shall notify a person against whom a civil action is planned,** when the Attorney General brings a civil action to enjoin violations of or enforce the Safety Act. **The Secretary shall give the person an opportunity to present that person's views, and, except for a knowing and willful violation of this chapter, give the person a reasonable opportunity to remedy the defect or noncompliance.** § 30163.

- **Civil Penalties**[1] –
  - In general, not more than $5,000 – or a maximum of $15,000,000 for a related series of violations -- for each violation of section 30112, 30115, 30117 through 30122, 30123(d), 30125(c), 30127, or 30141 through 30147, or a regulation prescribed thereunder.
    - A separate violation occurs for each vehicle and for each failure or refusal to allow or perform an act required by any of those sections.
  - For violations of section 30166 (see below) or a regulation prescribed thereunder, the maximum civil penalty is $5,000 per violation per day – or a maximum of $15,000,000 for a related series of daily violations -- for failing or refusing to allow or perform an act required under that section or regulation.
  - **The Secretary may compromise the amount of a civil penalty imposed under this section.**
  - In determining the amount of a civil penalty or compromise, the appropriateness of the penalty or compromise to the size of the business of the person charged and the gravity of the violation shall be considered. § 30165.

- **The Secretary may conduct an inspection or investigation (1) that may be necessary to enforce this chapter or a regulation prescribed or order issued under this chapter; or (2) related to a motor vehicle accident** ("an occurrence associated with the maintenance or operation of a motor vehicle or motor vehicle equipment resulting in personal injury, death, or property damage") and designed to carry out this chapter.
  - In carrying out this chapter, an officer or employee designated by **the Secretary may inspect and copy records, inspect manufacturing and other premises, inspect or impound a vehicle involved in a motor vehicle accident.**

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[1] Penalties required to be indexed for inflation. Current penalty levels are higher than indicated here.

  - **The Secretary may require manufacturers to (1) keep records or make reports** to enable the Secretary to decide whether the manufacturer has complied with this chapter or regulations, and **(2) provide copies of communications to dealers, owners or purchasers about defects and noncompliances.**
  - **The Secretary may (1) require any person to file reports or answer questions,** including under oath, and **(2) conduct hearings, administer oaths, take testimony, and require** (by subpena or otherwise) **the appearance and testimony of witnesses and the production of records.** § 30166.

- In addition to the Secretary's investigative and other powers provided in § 30166 (see above), that section also specifies the following reporting obligations:
  - Reporting of defects in motor vehicles and products in foreign countries.
    - Manufacturers must report to the Secretary not later than 5 working days after determining to conduct a safety recall in a foreign country on a vehicle identical or substantially similar to a U.S. vehicle.
    - Manufacturers must report to the Secretary not later than 5 working days after receiving notification that the government of a foreign country has determined that a safety recall must be conducted on a vehicle identical or substantially similar to a U.S. vehicle.
  - **The Secretary had to initiate rulemaking to adopt early warning reporting requirements (which have led to the TREAD Early Warning Reports,** through which manufacturers, on a quarterly basis, submit to NHTSA significant amounts of aggregate field data as well as information about deaths and injuries in the U.S. and globally).
    - As part of the final rule, the Secretary may, to the extent that such information may assist in the identification of defects related to motor vehicle safety in U.S. vehicles, require manufacturers to report, periodically or upon request of the Secretary, such information as the Secretary may request.
    - As part of the final rule, the Secretary shall specify procedures for the periodic review and update of such rule. § 30166.

- **Criminal Penalties –**
  - **Criminal liability for falsifying or withholding information.--**
    - General rule.—A fine under title 18, or imprisonment for not more than 15 years, or both for a person who violates section 18 U.S.C. § 1001 with respect to the § 30166 reporting requirements, with the specific intention of misleading the Secretary with respect to motor vehicle or motor vehicle equipment safety related defects that have caused death or serious bodily injury to an individual.

  - Safe harbor to encourage reporting and for whistle blowers.—
    - A person shall not be subject to criminal penalties under this subsection if (1) at the time of the violation, such person does not know that the violation would result in an accident causing death or serious bodily injury, and (2) the person corrects any improper reports or failure to report within a reasonable time.
- **Coordination with department of justice.**--The Attorney General may bring an action, or initiate grand jury proceedings, for a violation only at the request of the Secretary.

APPENDIX B

ALLIANCE OF AUTOMOBILE MANUFACTURERS, INC.
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APPENDIX B
EARLY WARNING REPORTING REQUIREMENTS UNDER THE TREAD ACT

BACKGROUND

In November 2000, the President signed the Transportation Recall Enhancement, Accountability and Documentation (TREAD) Act. This statute was enacted in response to Congressional concerns that the National Highway Traffic Safety Administration (NHTSA) was unaware of certain customer satisfaction campaigns that had been conducted in foreign countries to address tread separations that had been occurring on certain Firestone tires mounted on Ford Explorer vehicles. Congress was also concerned that NHTSA did not have information in its files demonstrating whether those same Firestone tire models were losing tread in significant numbers while being operated on Ford Explorer vehicles in the United States.

This high profile issue, which dominated the transportation news in the United States during the summer of 2000, led to Congressional hearings and to the enactment of the TREAD Act, which contained numerous provisions related to motor vehicle safety. One of those provisions addressed the "early warning" reporting requirements that are the subject of this guide. In July 2002, after accepting two rounds of public comments, NHTSA adopted final regulations establishing the core "early warning" reporting (EWR) requirements. In October 2002, NHTSA adopted final regulations establishing the details of the foreign recall reporting requirements that were also included in the TREAD Act. The 2002 regulations were amended on several occasions, most recently in September 2009. Although the regulations also apply to manufacturers of heavy trucks, child restraints, motor vehicle equipment, motorcycles, trailers, and tires, this summary will focus exclusively on the requirements for manufacturers of light vehicles (i.e., passenger cars, multipurpose passenger vehicles, and trucks with a gross vehicle weight rating (GVWR) of 10,000 pounds or less).

The highlights of the "early warning" reporting requirements for most vehicle manufacturers include the following:

- Quarterly reports to NHTSA providing counts of fatalities, injuries, warranty claims, property damage claims, consumer complaints and field reports received during the prior quarter and providing copies of certain field reports;
- A one-time historic report providing counts of warranty claims and field reports received during the previous three years;
- Expansion of the information that must be included in monthly reports of customer satisfaction campaigns conducted and technical service bulletins sent; and

- Reports to NHTSA within five days of deciding to conduct a safety recall or other safety campaign in a foreign country on a vehicle that is identical to or substantially similar to a vehicle sold in the United States, or being ordered to conduct such a recall or safety campaign.

WHO MUST REPORT

Virtually every motor vehicle manufacturer and motor vehicle equipment manufacturer offering vehicles or equipment for sale in the United States is covered by some part of the EWR reporting regulations. Some manufacturers are required to report more information than other manufacturers, depending upon the type of products manufactured by the company and the number of products manufactured by the company. The following table summarizes the reporting requirements for light vehicle manufacturers. The contents of the reporting requirements are discussed in more detail in the next section.

	Production Information	Fatality Reports	Injury Reports	Property Damage Claims	Consumer Complaints	Warranty Claims	Field Reports	Field Reports (copies)	External Communications	Foreign Campaigns
Manufacturers of 5000 or more light vehicles annually	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
Manufacturers of fewer than 5000 vehicles annually		▲							▲	▲

WHAT SPECIFIC INFORMATION MUST BE REPORTED

The table on the previous page identified the categories of information to be reported under the EWR rules. This section will describe in more detail what information is required to be provided and what is contained in each category. In later sections, the frequency of the reporting and the coverage of the reporting (i.e., how many years back) will be explained.

Production Information. Manufacturers of 5000 or more light vehicles are required to provide certain production information to NHTSA each quarter. The production information allows NHTSA to normalize the frequency of the incidents reported in the early warning reports, so that the agency can establish relative incident rates. Each quarterly report must contain, for each make/model/model year combination, the cumulative production in the current model year for that make/model. For prior model years, the quarterly report must contain the total model year production for that make/model/model year combination.

Fatality Reports. All manufacturers must report on each fatality identified in any of the following ways:

- a *claim* of a fatality in the United States received by the manufacturer;
- a *notice* of a fatality in the United States received by the manufacturer, if the notice alleges that the fatality was caused by a possible defect in the manufacturer's vehicle; or

- a *claim* of a fatality in a foreign country received by the manufacturer concerning a vehicle that is identical to or "substantially similar" to a vehicle offered for sale by that manufacturer in the United States.

Each fatality report must provide the make, model, model year and VIN of the involved vehicle, the incident date, the number of deaths in the incident, the number of injuries (if any occurred in the U.S.), the State or foreign country where the incident occurred, and each system or component that allegedly contributed to the incident, as well as whether the incident involved fire and/or rollover. Systems/components must be coded by numeric codes specified in the rule. If a specific system or component was identified as contributing to the fatality, and it is not one of the systems/components covered by the codes in the rule, the report must code it as "other." If no specific system or component was identified as contributing to the fatality, the report must code it as "none." If multiple systems/components are alleged to have been involved, the manufacturer must report each of them, up to a maximum of five.

Injury Reports. Manufacturers of 5000 or more light vehicles must report on each injury identified in any of the following ways:

- a *claim* of an injury in the United States received by the manufacturer; or
- a *notice* of an injury in the United States received by the manufacturer, if the notice alleges that the injury was caused by a possible defect in the manufacturer's vehicle or equipment.

Note that there is no requirement to report on injuries occurring in foreign countries, and that low volume manufacturers are exempt from any requirement to report claims and notices of injuries.

Each injury report must provide the make, model, model year and VIN of the involved vehicle, the incident date, the number of injuries, the State where the incident occurred, and each system or component that allegedly contributed to the incident, as well as whether the incident involved fire and/or rollover. Systems/components must be coded by the same numeric codes specified in the rule for use in reporting fatalities. If a specific system or component was identified as contributing to the fatality, and it is not one of the systems/components covered by the codes in the rule, the report must code it as "other." If no specific system or component was identified as contributing to the fatality, the report must code it as "none." If multiple systems/components are alleged to have been involved, the manufacturer must report each of them, up to a maximum of five.

Consumer Complaints. Manufacturers of 5000 or more light vehicles must report the number of consumer complaints received during the reporting quarter for each make/model/model year combination offered for sale in the United States. These complaints must be coded by the same numeric codes specified in the rule for use in reporting fatalities. Unlike fatalities and injuries, it is not necessary to include any consumer complaint that does not involve one of the identified system/components, rollover or fire.

Warranty Claims. Manufacturers of 5000 or more light vehicles must report the number of warranty claims paid during the reporting quarter for each make/model/model year combination of vehicle offered for sale in the United States. These claims must be coded by the same numeric codes specified in the rule for use in reporting fatalities. Unlike fatalities and injuries, it is not necessary to include any warranty claim that does not involve one of the identified system/components, rollover or fire.

Property Damage Claims. Manufacturers of 5000 or more light vehicles must report the number of property damage claims received during the reporting quarter for each make/model/model year combination of vehicle offered for sale in the United States. These claims must be coded by the same numeric codes specified in the rule for use in reporting fatalities. Unlike fatalities and injuries, it is not necessary to include any property damage claim that does not involve one of the identified system/components, rollover or fire.

Field Reports. Manufacturers of 5000 or more light vehicles must report the number of field reports received during the reporting quarter for each make/model/model year combination offered for sale in the United States. These field reports must be coded by the same numeric codes specified in the rule for use in reporting fatalities. Unlike fatalities and injuries, it is not necessary to include any field report that does not involve one of the identified system/components, rollover or fire.

Field Reports/Hard Copies. Manufacturers of 5000 or more light vehicles must also provide a hard copy of each field report (other than a dealer field report or a product evaluation report) that (a) is generated in the United States, (b) is received by the manufacturer during the reporting quarter and (c) involved one or more of the systems/components identified in the numeric codes specified in the rule for reporting fatalities (including rollover and fire). If the field report does not involve one of the identified systems/components, rollover or fire, it is not reportable.

External Communications. All vehicle manufacturers have long been required to comply with a rule requiring monthly submission of a copy of any written communications sent to more than one manufacturer, dealer, distributor, lessee, lessor or purchaser related to a possible defect, whether or not safety-related. This rule, which was formerly found at 49 CFR 573.8, required manufacturers to submit a representative copy of each such communication within five business days after the end of the month in which it was sent to its recipients. The TREAD rule expands the reporting to cover "safety" communications, whether or not defect-related, and moves the requirement to a new section, 49 CFR §579.5. Reporting of "defect" communications remains in effect. Copies of both types of communications are due to NHTSA within five working days after the end of each month. This requirement covers external communications sent in the United States.

Foreign Campaigns. The TREAD Act added a new statutory requirement requiring each vehicle and equipment manufacturer to report to NHTSA with five days of deciding to conduct any "safety recall or other safety campaign" in a foreign country involving a vehicle or item of motor vehicle equipment that is identical to or "substantially similar" to a vehicle or item of motor vehicle equipment offered for sale in the United States. The reporting obligation also attaches to any governmental order to conduct a safety recall or other safety campaign involving a vehicle or item of equipment that is "substantially similar" to one offered for sale in the United States. NHTSA's implementing rules explain these requirements, explain the meaning of "substantially similar," provide some flexibility in the determination of "five days" for the reporting requirement and sketch out the other parameters of the reporting requirement. They also require each vehicle manufacturer that sells vehicles in the United States to submit an annual list identifying all identical or substantially similar vehicles sold in a foreign country.

COVERAGE OF EACH REPORT

	Production Information	Fatality Reports	Injury Reports	Property Damage Claims	Consumer Complaints	Warranty Claims	Field Reports	Field Reports (copies)	External Communications	Foreign Campaigns
Manufacturers of 5000 or more light vehicles annually	Current model year plus nine prior yrs.	Vehicles less than ten calendar years old at beginning of reporting period		Current model year plus nine prior model years					All	All
Manufacturers of fewer than 5000 vehicles annually	N/A	Vehicles less than ten calendar years old	N/A	N/A	N/A	N/A	N/A	N/A	All	All

FREQUENCY OF REPORTING AND COMPLIANCE DATES

The frequency of the reporting depends on the type of information, and does not vary by type of manufacturer. Most of the information is to be reported quarterly, with reports due no later than 60 days after the last day of the reporting period. However, copies of field reports are due 15 days after the data reports.

The two exceptions to the quarterly reporting rule are the external communications, copies of which must be provided to NHTSA within **five working days after the end of the month** in which the communication was issued, and the foreign recall documentation, which must be provided to NHTSA within **five working days after making the determination** to conduct the foreign recall or having been notified by a foreign government that a recall must be conducted.

In general, manufacturers are not required to update their EWR reports if new information is received. However, a limited amount of new information regarding reports of fatality claims and notices must be provided if it was not available at the time of the initial report and if it is received within one year of that initial report.

ONE-TIME HISTORIC REPORTS

The rules required most manufacturers to submit two historic reports. One covered any previously unreported foreign recalls or other safety campaigns conducted in a foreign country on or after November 1, 2000, involving a vehicle that is identical to or substantially similar to a vehicle sold in the United States. This one-time report was due on December 12, 2002. The second historic report had to include the numbers of warranty claims and field reports that the manufacturer received in each calendar quarter from April 1, 2000 to March 31, 2003, for vehicles manufactured in model years 1994 through 2003. This one-time report was due September 30, 2003.

COMMUNICATING THE REPORTS TO NHTSA

NHTSA wants most of the information coded on templates and submitted electronically. The templates are available on NHTSA's website (www.nhtsa.dot.gov), as is the electronic address for submission of the reports. A manufacturer may elect to submit small files as an e-mail message to odi.ewr@nhtsa.dot.gov; however, the same templates must be used. Copies of field reports may be submitted as a digital form using a graphic compression protocol approved by NHTSA. A digital document shall not be less than 200 or more than 300 dpi resolution. The manufacturer may also submit hard copy of any field report in paper form.

Each manufacturer must request a manufacturer identification number and password from NHTSA's Office of Defects Investigation no later than 30 days before its first quarterly submission (this was August 1, 2003 for most manufacturers).

PENALTIES

The TREAD Act significantly increased the civil penalties for failing to comply with any reporting obligations imposed by NHTSA. The penalties are now as much as $6,000 per violation per day for failing to make a required report, up to a maximum of $16,375,000. Knowingly and willfully making a false report to NHTSA is a criminal offense under 18 U.S.C 1001, and the TREAD Act provides that a knowing and willful violation of 18 U.S.C. 1001 with the specific intention of misleading NHTSA with respect to safety-related defects that have caused death or serious bodily injury is subject to a substantially higher criminal fine, 15 years imprisonment, or both.

APPENDIX C

APPENDIX C

ONE HUNDRED ELEVENTH CONGRESS

Congress of the United States

House of Representatives

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

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February 16, 2010

The Honorable Dave McCurdy
President
Alliance of Automobile Manufacturers
1401 Eye Street, N.W., Suite 900
Washington, DC 20005

Dear Mr. McCurdy:

The Committee on Oversight and Government Reform, of which I am the Ranking Member, is one of multiple Congressional Committees seeking to learn more about safety concerns associated with Toyota and other vehicle manufacturers. Our preliminary investigation has raised serious questions regarding the ability of the National Highway Transportation Safety Administration (NHTSA) to adequately regulate the automobile industry. As the President of the Alliance of Automobile Manufacturers ("Auto Alliance"), which represents 11 auto manufacturers and interfaces on their behalf with NHTSA, I am writing to you to learn more about the strengths and weaknesses of this agency in detecting and remedying auto defects.

As you are aware, the automotive industry has rapidly transformed from one dominated by mechanical engineers into one reliant on software engineers. To the industry's credit, this rapid transformation has been spurred on by significant expenditures in research and development. In 2008, Toyota alone led the industry, investing $8.9 billion into research and development programs. In the same year, NHTSA, which is in charge of ensuring the safety of the driving public, was appropriated $16.7 million for safety assurance. Given this disparity in funding and resources, it is not surprising that some have charged that NHTSA has not adequately kept pace with the technological capabilities of the industry. In addition to the lack of comparative resources, I am also concerned that NHTSA often declines to pursue a safety defect investigation in part because of limited funding.

In light of these concerns, I am requesting you share your experience as the President of the Auto Alliance so that the Committee may gain a better understanding of how NHTSA operates and regulates the automobile industry. As our hearing is scheduled for February 24, 2010, I would appreciate receiving your response no later than Monday February 22, 2010.

1. In your opinion, is the capacity of NHTSA, in terms of both resources and staff sufficient to adequately regulate auto safety in the United States? Please explain your answer.

2. Please characterize the ability of NHTSA to effectively regulate and ensure motor vehicle safety in the U.S., in terms of funding, staffing, and legal authority in comparison to regulatory regimes in Japan, Germany, Canada, and Great Britain.

3. Please describe in general terms the process typically used by vehicle manufacturers to identify, investigate, and remedy defects occurring in vehicles in the U.S. and in other markets.

4. Please describe in general terms the process typically used by vehicle manufacturers to communicate to NHTSA the existence of a defect and the remedy to be provided.

5. Are vehicle manufacturers required to report to NHTSA the existence of potential defects in markets outside the US?

6. Please describe any non-Federal regulatory or legal requirements covering consumer complaints and defects.

7. In a typical year, how many campaigns are conducted by vehicle manufacturers to remedy motor vehicle defects? How many of these campaigns are the result of pressure from NHTSA.

8. Please describe in general terms the process typically used by vehicle manufacturers to communicate to affected customers the existence of a defect and the remedy to be provided.

9. Please estimate the number of crashes occurring annually that are attributable to motor vehicle defects and other causes.

10. While the number of fatalities resulting from motor vehicle crashes annually in the U.S. has declined, please estimate the number of fatalities that might be avoided were defects identified and remedied sooner.

11. Considering that motor vehicles and motor vehicle systems have grown more complex over the years, please describe the defect trends observed over time.

12. Please describe in general terms the process typically used by vehicle manufacturers to develop and validate safety-critical motor vehicle systems, in particular with respect to ensuring that electronic systems are resistant to electromagnetic interference.

If you have any questions regarding this request, please don't hesitate to contact me directly, or have you staff contact Kristina Moore, Senior Counsel at 202-226-5080. Thank you in advance for your cooperation.

Sincerely,

Darrell Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

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February 22, 2010

The Honorable Darrell E. Issa
Ranking Member
Committee on Oversight and Government Reform
2157 Rayburn House Office Building
Washington, DC 20515-6143

Dear Ranking Minority Member Issa:

Thank you for your February 16, 2010 letter seeking the Association of International Automobile Manufacturers' views on the National Highway Traffic Safety Administration's performance on detecting and remedying auto defects.

Enclosed is AIAM's response to your questions. Please let me know if we may be of further assistance.

Sincerely,

Michael J Stanton

Michael J. Stanton
President & CEO

Cc: The Honorable Edolphus Towns, Chairman

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February 22, 2010

ASSOCIATION OF INTERNATIONAL AUTOMOBILE MANUFACTURERS, INC (AIAM) RESPONSE TO FEBRUARY 16, 2010 REQUEST FROM THE HONORABLE DARRELL ISSA FOR AIAM'S VIEWS ON NHTSA'S PERFORMANCE ON DETECTING AND REMEDYING AUTO DEFECTS

1. In your opinion, is the capacity of NHTSA, in terms of both resources and staff sufficient to adequately regulate auto safety in the United States? Please explain your answer.

In AIAM's view, the National Highway Traffic Safety Administration (NHTSA) is a sophisticated regulator that is competent and assertive in carrying out its statutory mandates. For example, in 2009, vehicle manufacturers implemented 492 recall campaigns that affected approximately 16.4 million vehicles. Some of these recalls were influenced by NHTSA investigations. However, as explained in greater detail below, by virtue of its broad statutory authority, NHTSA in fact oversaw and monitored each vehicle recall campaign conducted in the United States. As of January 2010, NHTSA's Office of Defect Investigations is in the process of conducting more than 40 active investigations involving motor vehicles or motor vehicle equipment. In sum, we do not have specific information concerning the agency's budget and staff, but we observe that NHTSA has been and continues to be a competent and aggressive regulator.

AIAM and our member companies firmly believe that NHTSA should regulate highway transportation safety from the viewpoint of knowledge, data and empirical evidence. To do this effectively and efficiently, NHTSA should always start from a perspective of statistically significant data. Only through the application of scientific methods of understanding cause and effect can NHTSA continue to improve the safety of America's roadways.

Thus, AIAM has joined with other organizations in support of increasing funds for two important NHTSA data collection programs, the Fatality Analysis Reporting System (FARS) and the National Automotive Sampling System (NASS). Information collected from FARS and NASS form the database that enables government officials, researchers, industry, as well as health and safety organizations to develop, implement, and evaluate safety countermeasures addressing motor vehicle crashes. Budget cuts for NASS have reduced the capability of this program to less than one quarter of its intended design size of 19,000 crash cases and about one-third of the planned 75 data collection teams nationwide. Over the past ten years, the budgets for both the FARS and NASS data collection programs have been for the most part level-funded, with only slight increases to account for inflation. NHTSA's traffic and vehicle safety programs are some of the most cost-effective public health countermeasures in the federal government, and AIAM believes that substantial additional funding for these NHTSA programs is well justified. Improvements to the FARS and NASS data collection programs will help ensure that federal funds for initiatives to encourage safety belt use, reduce impaired driving, protect children, and improve vehicle safety are well spent and save lives.

In terms of defect investigations, NHTSA monitors large volumes of data submitted to the agency pursuant to the existing TREAD Act requirements (death or injury incidents; damage claims; warranty claims; consumer complaints; and field reports) and aggressively investigates potential safety issues that come to its attention. NHTSA also oversees all recall campaigns being carried out by vehicle manufacturers, even if such campaigns are being implemented voluntarily.

2. Please characterize the ability of NHTSA to effectively regulate and ensure motor vehicle safety in the U.S., in terms of funding, staffing, and legal authority in comparison to regulatory regimes in Japan, Germany, Canada, and Great Britain.

NHTSA has broad regulatory authority to effectively regulate and ensure motor vehicle safety in the United States. NHTSA has promulgated stringent vehicle safety standards and enforces compliance with those standards through statutory prohibitions on the sale of defective or noncompliant vehicles to customers.

With respect to enforcement, NHTSA has ample authority to require manufacturers to recall vehicles that have safety-related defects or do not meet Federal safety standards. In addition to the authority to compel recalls, NHTSA oversees all recall campaigns conducted by vehicle manufacturers in accordance with their affirmative responsibilities under Federal law to notify NHTSA of safety related defects and noncompliance. More specifically, each vehicle manufacturer is required to notify NHTSA of any defect or a noncompliance within 5 business days of making a defect determination. This is required even if the manufacturer does not yet know how to remedy the issue or what the affected vehicles population might be.

Additionally, each manufacturer conducting any safety recall must submit to NHTSA quarterly reports showing how the campaign implementation is progressing. NHTSA also regulates the content and timing of all defect notifications to consumers and reviews all recall letters before they are sent to customers. Moreover, NHTSA has specific regulatory authority to accelerate the manufacturers recall campaign if it determines it is necessary to do so. NHTSA is thus authorized to ensure successful completion of all recall campaigns. Its Office of Defect Investigations has a robust and formalized process for investigating potential safety issues. During this investigation process, the agency uses its statutory authority to compel large document productions and usually obtains from the manufacturer data on complaints, crashes, injuries, warranty claims, design modifications, and part sales. When appropriate, this investigation process results in manufacturers conducting recall campaigns. The agency is not lacking in authority to investigate possible defects or to compel recalls when it is necessary.

AIAM does not have extensive information on foreign vehicle safety regulatory schemes but based on information from some of our members, we understand that the U.S. regulatory scheme is unique because it requires manufacturers to promptly notify the government of a safety defect, even in the absence of a government investigation. This early notification requirement is in contrast to some foreign regulatory schemes that may require a government notification only after the manufacturer has made all preparations to launch a recall campaign. Again, this allows NHTSA to ensure rapid and successful implementation of all recall campaigns.

3. Please describe in general terms the process typically used by vehicle manufacturers to identify, investigate, and remedy defects occurring in vehicles in the U.S. and in other markets.

The details of the processes used by vehicle manufacturers to identify and investigate potential safety issues is best addressed by individual manufacturers both in the United States and abroad.

We note that NHTSA can and does investigate whether the manufacturers performed their obligations in investigating and identifying safety defects in a timely manner. If a manufacturer is found to have violated its duty to properly investigate or report a safety defect, NHTSA has the authority to impose substantial civil penalties.

4. Please describe in general terms the process typically used by vehicle manufacturers to communicate to NHTSA the existence of a defect and the remedy to be provided.

Title 49 of the Code of Federal Regulations, Part 573 requires that a vehicle manufacturer that has determined that there is a safety defect or a noncompliance with an applicable safety standard in its vehicles must notify NHTSA within 5 working days. This notification must, at a minimum, identify the model of the vehicles that contain the defect and describe the nature of the defect so that NHTSA can immediately begin monitoring the situation. The manufacturer must also provide a chronology of events leading up to the defect finding and describe the plan for remedying the defect and provide a schedule for notification of dealers and vehicle owners.

5. Are vehicle manufacturers required to report to NHTSA the existence of potential defects in markets outside the U.S.?

Pursuant to the TREAD Act, 49 CFR Part 579; Subpart B requires vehicle manufacturers to report to NHTSA within 5 working days when a vehicle manufacturer has decided to conduct a safety recall campaign in a foreign country (or was mandated to do so by a foreign government) on a vehicle that is identical or substantially similar to a vehicle that is for sale in the United States. So, NHTSA is made aware of all foreign recall campaigns (voluntary or otherwise) that could affect vehicles in the U.S. If a recall is not also being conducted in the U.S., a vehicle manufacturer must explain why.

In addition to foreign defect reporting described above, pursuant to the TREAD Act, 49 CFR Part 579; Subpart C requires manufacturers to report each incident involving one or more deaths that is claimed to have been caused by a possible defect in the manufacturer's vehicle, if that vehicle is identical or substantially similar to a vehicle that that is for sale in the United States. So, NHTSA is also made aware of all overseas fatalities that are claimed to be possibly related to a safety defect.

6. Please describe any non-Federal regulatory or legal requirements covering consumer complaints and defects.

State law provides a variety of means for addressing potential motor vehicle defects. Under state law, parties may file product liability lawsuits to seek recovery for loss relating to a defect.

In addition, states have a variety of "lemon laws" and warranty requirements that provide opportunity for remedy for consumers.

7. In a typical year, how many campaigns are conducted by vehicle manufacturers to remedy motor vehicle defects? How many of these campaigns are the result of pressure from NHTSA?

AIAM does not collect this information, However, NHTSA maintains a recall file, accessible from the NHTSA website at http://www-odi.nhtsa.dot.gov/downloads/, that contains information on all NHTSA safety-related defect and compliance campaigns since 1967. Included in this file is a field which indicates whether the recall was initiated by the manufacturer or NHTSA's Office of Defects Investigation or Office of Vehicle Safety Compliance. To assist the Committee, AIAM queried the file for the 5 years ending December 31, 2009 and calculated that during that period there were on average 485 recalls of motor vehicles and motor vehicle equipment per year, with 73% initiated by the manufacturer and 27% initiated by NHTSA.

8. Please describe in general terms the process typically used by vehicle manufacturers to communicate to affected customers the existence of a defect and the remedy to be provided.

The process for notifying owners regarding vehicle defects is regulated (Title 49 of the Code of Federal Regulations, Part 577) and, as described above, supervised by NHTSA. Specifically, NHTSA reviews recall notification letters before they are sent to the affected customers. Notification is made to the registered owners and lessees by first class mail. The notification letters describe the nature of the defect and the potential harm. The letters explain to the customers how their vehicles will be remedied and what steps, if any, they should take before that remedy is completed. Finally, the letters provide procedural information on when to bring vehicles to dealerships for repairs and remind customers that the repairs will be made free of charge. Follow-up notifications are sometimes sent if the customer response to the initial notification is low.

9. Please estimate the number of crashes occurring annually that are attributable to motor vehicle defects and other causes.

In July 2008, NHTSA submitted a report to Congress, the National Motor Vehicle Crash Causation Survey (NMVCCS). The objective of NMVCCS was to collect on-scene information on the events and associated factors leading up to crashes that involve light vehicles. In their analysis of crashes, the researchers estimated that in 1.2% of crashes the critical reason for the pre-crash event could be attributed to the vehicle (Report # DOT HS 811 059, Table 8). Table 9 in the report categorizes these vehicle-related critical reasons by major component area, but does not identify whether the component failure was attributable to a defect or other cause such as improper repair, previous damage, lack of maintenance, etc.

Data regularly submitted to NHTSA pursuant to the TREAD Act statutory mandate ("Early Warning Data") as well as many other internal quality control and monitoring procedures employed by various AIAM members help both NHTSA and AIAM members to detect potential safety defect trends and to address them promptly. As indicated above, the industry has recalled approximately 16.4 million vehicles in 2009 alone. Consequently, AIAM believes that an extremely small percentage of vehicle crashes occurring annually are attributable to safety defects. An overwhelming majority of issues are resolved proactively by the manufacturers or detected by NHTSA, often before any crashes occur at all.

10. While the number of fatalities resulting from motor crashes annually in the U.S. has declined, please estimate the number of fatalities that might be avoided were defects identified and remedied sooner.

AIAM does not have information to respond to this question. As indicated above, however, an overwhelming majority of issues are resolved proactively by the manufacturers or detected by NHTSA, often before any crashes occur. Nevertheless, although we lack specific data, the NHTSA study identified in our response to question 9 and our general experience indicate that the number of defect-related fatalities is quite small in relation to total highway fatalities.

While NHTSA must continue to pursue aggressive programs to identify and remedy defects that occur, AIAM notes that substantial manufacturer resources also continue to be devoted to avoiding the occurrence of design defects.

11. Considering that motor vehicle and motor vehicle systems have grown more complex over the years, please describe the defect trends observed over time.

While the number of recalls conducted annually has gradually increased, this increase is proportional to the increased number of vehicles on U.S. highways. Another factor leading to an increased volume of vehicles recalled is the increasing commonality of parts. While this factor may lead to larger volumes, it also allows manufacturers and NHTSA to detect potential defect trends earlier. In general, AIAM members believe the safety and overall quality of our products continues to increase and improve year after year.

12. Please describe in general terms the process typically used by vehicle manufacturers to develop and validate safety-critical motor vehicle systems, in particular with respect to ensuring that electronic systems are resistant to electromagnetic interference.

Product safety is of paramount importance to vehicle manufacturers. Vehicle manufacturers use a variety of computer simulations, component tests, and full-vehicle tests to develop and validate safety-critical motor vehicle systems. Specifics on how these tests are conducted would vary by manufacturer.

STATEMENT OF MR. JOHN SAYLOR
BEFORE THE
OVERSIGHT AND GOVERNMENT REFORM COMMITTEE
HEARING ON
"TOYOTA GAS PEDALS: IS THE PUBLIC AT RISK?"
FEBRUARY 24, 2010

Chairman Towns, Congressman Issa and Members of the Committee, thank you for allowing me to submit written testimony relating to Toyota's recalls as they relate to the deaths of my family members. I regret that I am unable to appear due to the ill health of my wife, Nancy. Therefore, I am submitting the following statement.

My name is John L. Saylor. I am a retired police officer, having served in the St. Louis Metropolitan Police Department for forty-plus years. I have been retired since January of 2004, and currently reside in Union, Missouri.

On August 28, 2009, my son, Mark Wesley Saylor, 45, my daughter-in-law, Cleofe Lastrella Saylor, 45, my granddaughter, Mahala Manda Saylor, 13, and Cleofe's brother, Chris Lastrella, 38, died in a motor vehicle accident that occurred at State Route 125 and Mission Gorge Road in Santee, California.

According to a San Diego County Sheriff's report, Mark was operating a 2009 Lexus ES 350, a loaner vehicle from Bob Baker Lexus in nearby El Cajon, while his vehicle was being serviced. The report reflects that according to a 911 call made by Chris Lastrella, the vehicle in which they were riding was going north on (State Road) 125 approaching Mission Gorge and the accelerator was stuck. Chris stated the vehicle was travelling 120 miles per hour and they had no brakes. The report further reflects that, according to witnesses, the driver (Mark) was maneuvering successfully throughout traffic with the emergency flashers on, to avoid other vehicles present. At this time the vehicle exited State Route 125 at Mission Gorge Road, struck another vehicle, catapulted over an earthen berm and overturned several times before coming to rest in a dry creek bed. The vehicle caught fire and all occupants died instantly. A further investigation by the Sheriff's Department revealed that the vehicle had an oversize front floor mat on the driver's side, which was found to have been adhered to the bottom of the gas pedal.

Mark Wesley Saylor was born in St. Louis Missouri on July 20, 1964. After graduating from Eureka High School in St. Louis County, he enlisted in the U.S. Air Force in 1983 and served four years. He had tours of duty in Air Force Bases in Okinawa, North Dakota, and California. After having been discharged from the Air Force in California, Mark entered the California Highway Patrol Academy and graduated on October 5, 1989. He subsequently served in the Patrol in the Los Angeles, El Cajon and San Diego areas until his death. In his last assignment in the San Diego Office, his duties consisted of conducting safety inspections of school buses, ambulances and tow trucks. As such, he was quite familiar with issues regarding vehicle safety and equipment.

Mark met and later married his wife, Cleofe, in 1995. Mark loved to play baseball and softball, was an avid sports fan, and helped to coach his daughter, Mahala's, soccer teams. He loved to discuss spiritual matters, politics and sports. He was very much devoted to his family, who resided in Chula Vista.

Cleofe Lastrella Saylor was born on May 30, 1964 in the Philippines. She grew up on Midway Island and in the San Francisco Bay area. She graduated with a B.A. in Biochemistry from the University of California, Davis. Throughout her career, she worked at various biotechnology and pharmaceutical companies, including Calgene, IDEC Pharmaceuticals, and lastly as a senior research associate at Ambrx in La Jolla, California.

Mahala Manda Saylor was born on February 1, 1996, in San Diego, California. She was an active child and loved to play soccer. She participated in club soccer and led her team as its captain. Mahala enjoyed her time in school and was an excellent student. She started school at Southwestern Christian Elementary and continued on to St. John's Middle School. She was due to start high school at Mater Dei Catholic High School in the fall of 2009.

As a result of this accident, my life has been greatly impacted. The loss of my only son, daughter-in-law and granddaughter has created a void in my life. The members of this little family are impossible to replace. The grief and sorrow that I initially experienced has waned somewhat; however, it is still present. I have finally come to realize that I won't be able to speak with Mark anymore to discuss various issues of common interest. Our families won't be able to visit each other in the future to enjoy one another's company.

Moreover, I won't be able to attend Mahala's high school graduation or possibly her wedding. I will miss her beautiful smile; her soccer games and watching her grow into a beautiful lady. It saddens me to realize that our family tree ends at this point.

It is difficult to obtain closure in this matter, with the almost-daily news articles in print and television broadcasts pertaining to Toyota's recalls. At times, while driving, if I observe a Lexus vehicle, my mind revisits the tragedy that happened to our family.

It is my fervent hope that as a result of these committee hearings, it can be factually determined whether Toyota is either willing or able to correct the perceived mechanical failures of their vehicles, so as to avoid the loss of life or limb to other drivers and occupants in the future. If such is the case, members of my family will not have died in vain.

I wish to thank the members of this Committee for addressing these vital safety issues.

Sincerely,

John L. Saylor

Written Testimony Submitted by the National Automobile Dealers Association to the House Oversight and Government Reform Committee Regarding Toyota Gas Pedals

February 24, 2010

Mr. Chairman and members of the committee, thank you for the opportunity to submit testimony regarding the response by Toyota and NHTSA to incidents of sudden unintended acceleration in certain Toyota vehicles. The National Automobile Dealers Association (NADA) represents 17,000 franchised automobile and truck dealers who sell new and used motor vehicles and engage in service, repair, and parts sales.

For America's dealers, the safety of our customers is paramount. While vehicles today are safer and cleaner for the environment than ever before, they are also more complicated, requiring a nationwide network of qualified dealership technicians to service the nation's fleet. The value of such a network is never more apparent than when there is a large recall over safety concerns.

Regarding the present controversy over unintended acceleration in certain Toyota models, dealers are playing a crucial role in remedying this matter. As soon as Toyota began providing service directives and the parts necessary to address the problem, Toyota dealers across the nation moved forward with making the necessary repairs. In fact, some Toyota dealers are staying open around the clock when necessary to ensure that recalled Toyotas are fixed as expeditiously as possible. These repairs will be made at no cost to the consumer at Toyota's over 1,440 dealer locations.

This matter shows why it is important for America to have a diverse and vibrant dealer network. Under normal circumstances, consumers demand convenient locations and properly trained technicians necessary for the service and repair of today's complex motor vehicles. In the context of safety recalls, the expectation of consumers is even higher. There simply is no substitute for the personal inspection of a vehicle by a skilled technician who has all of the latest factory training, information, tools, and experience.

While millions of Toyota customers are understandably concerned over this recall, we believe the company and the National Highway Traffic Safety Administration (NHTSA) are working aggressively to resolve this matter. For example, Toyota is supporting its customers and its dealer body by providing the financial assistance necessary to complete recall repairs in an expedited fashion.

Mr. Chairman, for years, Toyota has been a leading producer of quality automobiles, and Toyota dealers are among the best in the industry. Together, Toyota, its dealers and its suppliers directly employ tens of thousands of people, with Toyota dealerships alone employing 116,575 individuals across the United States. Recognizing that public safety is paramount, we urge the committee to carefully examine the facts related to this recall and, in doing so, help diminish any unsubstantiated rhetoric or shrill alarmism regarding the Toyota brand.

Thank you for your consideration.

Ms. Larysa Lule
2N563 Amy Lane
Glen Ellyn, IL 60137

February 23, 2010

The Honorable Ed Towns
Chairman, Committee on Oversight
and Government Reform
2157 Rayburn H.O.B.
Washington, D.C. 20515

The Honorable Darrell Issa
Ranking Member, Committee on Oversight
and Government Reform
B350A Rayburn H.O.B.
Washington, D.C. 20515

Dear Chairman Towns, Ranking Member Issa, Honorable Members of the Oversight and Government Reform Committee, and representatives of Toyota Motor Corporation,

I write today to share my own troubling experiences with sudden unexpected acceleration in my Toyota in an effort to convey the seriousness of this problem and to urge all involved to take swift action to ensure the safety of American Toyota owners and drivers. It has already been far too long since these problems were first brought to the attention of Toyota and government regulators.

My husband and I had leased Toyota's first Avalon model in 1995 and were extremely satisfied with its performance. We therefore decided to lease another Toyota Avalon in 1997. Unfortunately, we had a dramatically different experience.

Our new Avalon began to surge almost immediately. After numerous unsuccessful attempts to correct this dangerous problem through Toyota dealerships, we decided to write to Toyota's president in Japan. We were then informed we had to deal with Toyota North America. What ensued was a web of legal entanglements – from depositions to various exchanges with Toyota's lawyers – all exacerbated, in our view, by Toyota's disrespectful treatment of us. Our unhappy experience culminated with an arbitration hearing on September 13, 1999. At this hearing Toyota's technical expert stated that surging was a characteristic of the electronic system used in this vehicle and was normal. The vehicle was never taken back for inspection and Toyota refused to furnish a replacement. Even so, the arbitration resulted in a monetary settlement in our favor, and Toyota agreed not to contest the judgment.

It really distresses me to hear about the many subsequent problems with Toyota cars in the years since my experience in what must have been one of the very first sudden unexpected acceleration cases ever. I'm convinced that many lives could have been saved and injuries avoided had responsible action been taken in 1997.

This summarizes my experience with Toyota. I implore you to once and for all deal decisively with this grave safety issue to protect the health and safety of Toyota owners and drivers. I'll be happy to provide additional information or answer any questions you might have.

Respectfully submitted,

/s/
Larysa Lule
2N563 Amy Ave.
Glen Ellyn, IL 60137

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CHAIRMAN

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Congress of the United States

House of Representatives

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

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February 22, 2010

The Honorable Calvin L. Scovel III
Inspector General
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, D.C. 20509

Dear Mr. Scovel,

As a result of the Committee on Oversight and Government Reform's ongoing investigation into safety issues relating to Toyota Motor Corporation (Toyota), it has come to my attention that individuals within the Department of Transportation (DOT) may have sought to inappropriately influence information disseminated to Congress. The purpose of this letter is to inform you of this activity and to request an internal investigation to determine whether a high level appointee within the Department of Transportation acted outside the bounds of appropriate professional conduct.

According to documents turned over by State Farm pursuant to a subpoena, Jill Zuckman, Director of Public Affairs for the DOT, emailed Phil Supple, Senior Director of External Affairs for State Farm on Feb. 15, 2010 stating, "I understand that State Farm will be testifying about the Toyota matter on Capitol Hill, and again, I want to be sure I understand what you plan to say and that it's consistent with the facts."[1] It appears that Zuckman's email was referring to the controversy surrounding *USAToday's* report that State Farm had warned officials at the National Highway Transportation Safety Administration (NHTSA) about Toyota and Lexus models in 2007.[2] At this time, several media outlets opined that knowledge of these warnings could "add to criticism that the agency missed or overlooked signs of trouble."[3]

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[1] Email from Jill Zuckman, Director of Public Affairs, U.S. Department of Transportation to Phil Supple, Senior Director, External Relations, State Farm Ins. Co. (Feb.15, 2010, 10:31 am) (on file with the Committee).

[2] Sharon Silke Carty, *NHTSA Warned About Toyota, Lexus Models in 2007*, USA TODAY, Feb. 8, 2010, available at http://www.usatoday.com/money/autos/2010-02-08-toyota08_ST_N.htm.

[3] Peter Whorisky, *State Farm Says It First Warned Safety Agency About Toyota Accelerators in 2007*, WASH POST, Feb. 9, 2010, available at http://www.washingtonpost.com/wp-dyn/content/article/2010/02/08/AR2010020803830.html.

In a later email to Supple, Zuckman detailed the facts as she understood them to be: "NHTSA requested and received broad data concerning unintended acceleration in all manufacturers' vehicles" and "NHTSA has not received analysis or warnings related to unintended acceleration from State Farm." [4] However, several documents in the Committee's possession contradict her version of events. These documents reveal that State Farm voluntarily sent NHTSA trend data in 2004 and each subsequent year, which should have alerted NHTSA to a high number of unintended acceleration events relating to Toyota products.[5]

In addition to Zuckman's emails, another official at DOT emailed State Farm on February 10, 2010, stating, "We're still getting heat. If you get media inquiries it would be great if you could echo the fact that we were being responsive to complaints of safety problems."[6]

These conversations between DOT officials and State Farm transpired concurrently with this Committee's investigation into how both Toyota and NHTSA responded to evidence of a safety defect in Toyota vehicles. Indeed, members of my staff were in contact with counsel from State Farm on Thursday, February 11, 2010, and again on Tuesday, February 16, 2010, seeking to understand exactly what information State Farm had turned over to NHTSA and under what circumstances in preparation for an oversight hearing scheduled for Wednesday, February 24, 2010. Accordingly, I am concerned that the contacts between DOT officials and State Farm may have influence a third party's communications with Congress during an active investigation. Accordingly, I wanted to bring these events to your immediate attention. I have also enclosed the documents referred to in this letter to assist you as you look into this matter.

If you have any questions, please do not hesitate to contact me or have your staff contact Kristina Moore, Senior Counsel, at 202 - 225- 5074.

Sincerely,

Darrell E. Issa
Ranking Member

cc: The Honorable Edolphus Towns, Chairman

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[4] Email Jill Zuckman, Director of Public Affairs, U.S. Department of Transportation to Phil Supple, Senior Director, External Relations, State Farm Ins. Co. (Feb. 15, 2010, 1:27 pm) (on file with Committee).

[5] Email from Samuel K Boyden, Research Administrator, State Farm Ins. Co. to Jonathon White, Chief, Defects Assessment, NHTSA (Feb. 27, 2004) (forwarding Claim Trend Data, including sudden acceleration of Toyota and Lexus vehicles); Email from Samuel K Boyden to Bruce York, NHTSA (Nov. 23, 2004).

[6] Email Olivia Alair to Phil Supple (Feb. 10, 2010).

[1]

STATEMENT

of

THOMAS M. KOWALICK

49 CFR 563: Event Data Recorders

Petition for Reconsideration NHTSA-2008-0004-0007

PROVIDING CONSUMER PROTECTION

BEFORE THE:

U.S. HOUSE COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

February 23, 2010

Thank you Mr. Chairman. I welcome the opportunity to submit a statement and/or testify before your committee. My name is Thomas M. Kowalick and I am a Professor of Holocaust Studies at Sandhills Community College, Pinehurst, North Carolina since 1982. [i] I am also President of Click Incorporated - Transportation Safety Technologies of Southern Pines, North Carolina since 1997. Besides that, I serve as Chairman of the Institute of Electrical and Electronics Standards Association (IEEE/SA) project IEEE 1616 which created the world's first and only motor vehicle event data recorder standard, commonly termed "automotive black boxes" by the general public. [ii] I have published extensively on the topic of motor vehicle event data recorders as the author of *FATAL EXIT: The Automotive Black Box Debate* and five additional books in print to date. [iii] These books cover the history, research, development, standardization, legislation, regulation, legal, and privacy and consumer protection issues connected with implementing motor vehicle event data recorders. Most recently I contributed to the *2009 McGraw Hill Encyclopedia of Science and Technology.* [iv] I also served on a National Academies of Science study about EDRs [v] and I'm cited on page 69 of GAO-09-56, a report to the Chairman, Committee on Commerce, Science, and Transportation, U. S. Senate which is directly relevant to the issues before the committee. This

GAO Highway Safety report is titled "*Foresight Issues Challenge DOT's Efforts to Access and Respond to New-Technology-Based Trends.*" Thus, in summary, I am widely recognized as an expert regarding Event Data Recorders (EDRs) since 1997.

To start, motor vehicle safety is a shared responsibility among government, consumers and vehicle manufacturers. "Safety" is an area in which manufacturers compete and seek competitive advantage. Then automakers leverage their safety performance and equipment in efforts to distinguish their products from competitors. Consumers purchase these products and only hope that they work as marketed for themselves and their families. Consumers should trust the automakers to manufacture vehicles correctly and fix them it they malfunction. Consumers should trust the Agency charged with enhancing vehicle and highway safety to intervene when the problem is so severe that injuries and fatalities are commonplace. Consumers should trust government to provide consumer protection and assurances that it will never happen again. At this point in time public opinion polls indicate "trust" is lacking. People want more -- they want a better understanding of automotive electronics that affect safety and they want protection from misuse of in-vehicle electronic technologies. For the truth is that the average consumer understands that it is difficult, if not impossible to prevail in any dispute with an automaker other than by costly litigation. Consumers also understand that automakers spend plenty of money to influence legislation. Last year, auto industry lobbying was 65.5 million dollars, according to the nonpartisan Washington-based Center for Responsive Politics. [vi] Millions of consumers are following these hearings. They may be wondering who speaks for them? Today I will do my best to explain the consumer protection urgency of getting the National Highway Traffic Safety Administration (NHTSA) to respond positively to my Petition for Reconsideration of 49 CFR 563: Event Data Recorders. The right to petition is one of the fundamental freedoms of all Americans, and is documented in the First Amendment to the Constitution of the United States.

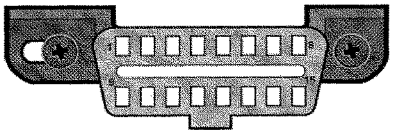
Some background: The past four decades witnessed an exponential increase in the number and sophistication of electronic systems in vehicles.

A vast increase in automotive electronic systems, coupled with related memory storage technologies, has created an array of new safety engineering opportunities and subsequent consumer acceptance challenges.

Consumers continue to be interested in safety advancements but remain concerned about issues of privacy, tampering and misuse of vehicle crash data. [vii]

Virtually every passenger car and light truck manufactured in or imported to the North American market since model year 1996 includes an Environmental

Protection Agency (EPA) mandated diagnostic link connector to allow access to engine and emissions diagnostic data.



This onboard diagnostic link connector (OBDII) is regulated by the Code of Federal Regulations (CFR) (40 CFR 86.094-17(h) and revisions for subsequent model years. It is standardized by the Society of Automotive Engineers Vehicle Electrical Engineering Systems Diagnostic Standards Committee. The physical configuration of the output plug is specified under SAE J1962 and through the International Standards Organization under ISO 15031-3 and is increasingly used as an access point to other in-vehicle electronics systems, sub-systems, computers, sensors, actuators and an array of control modules including the air bag control module.

The onboard diagnostic link connector is also used as a serial port to retrieve data elements from on-board systems, sub-systems, modules, devices and functions that collect and store data elements related to a vehicle crash such as a Restraint Control Module (RCM) and Event Data Recorder (EDR). This connector used to download crash data is wide open -- not physically protected from misuse.

The EPA communications protocol utilizes a Controller Area Network (CAN) to provide a standardized interface between the diagnostic link connector and the tools used by service technicians and vehicle emission stations.

CAN uses a serial bus for networking computer modules as well as sensors. The standardized interface allows technicians to use a single communications protocol to download data to pinpoint problems and potential problems related to vehicle emissions. Full implementation of the CAN protocol is required by 2008. Because it is a universal system, the use of the diagnostic link connector and the CAN serial bus alleviates the problem that the data would only be accessible through the use of multiple interfaces and different kinds of software, if at all.

While standardizing the means and protocols for data extraction is generally considered a positive advancement in surface transportation by helping to assure that systems perform properly over the useful life of vehicles, it has also created the possibility of extracting data from motor vehicles that can be used in civil and criminal legal proceedings.

As example, the National Highway Traffic Safety Administration (NHTSA) cites an Event Data Recorder (EDR) as a device voluntarily installed in a motor vehicle to record technical vehicle and occupant information for a brief period of time (seconds, not minutes) before, during and after a crash. EDRs collect vehicle crash information. These devices are common in most recent vehicles and in 15 percent of all vehicles (est. 60 million vehicles have EDRs) .[viii] Some systems collect only vehicle acceleration/deceleration data, while others collect these data plus a host of complementary data, such as driver inputs (e.g., braking and steering) and vehicle systems status.

The way in which this is accomplished may be described in the following simplified manner. The EDR monitors several of the vehicle's systems, such as speed, brakes, and several safety systems. It continuously records and erases information on these systems so that a record of the most recent 8- second period is always available. If an 'event" occurs, i.e., if a crash pre-determined threshold of severity occurs, then the EDR moves the last 8 seconds of pre-crash information into its long-term memory. In addition, it and puts into its long-term memory up to 6 seconds of data relating after the start of the crash, such as the timing and manner of the air bags.

Thus, In general, EDRs are devices that record safety information about motor vehicles involved in crashes. For instance, EDRs may record (1) pre-crash vehicle dynamics and system status, (2) driver inputs, (3) vehicle crash signature,

(4) restraint usage/deployment status, and (5) post-crash data such the activation of an automatic collision notification (ACN) system.

EDRs can be simple or complex in design, scope, and reach.

They can make a major impact on highway safety, assisting in real-world data collection to better define the auto safety problem, aiding in law enforcement, and understanding the specific aspects of a crash. It is generally agreed that the more we know about motor vehicle crashes -- the better opportunity to enhance vehicle and highway safety. Manufacturers have been voluntarily installing EDRs as standard equipment in increasingly larger numbers of light vehicles in recent years. They are now being installed in the vast majority of new vehicles.

The information collected by EDRs aids investigations of the causes of crashes and injuries, and makes it possible to better define and address safety problems. The information can be used to improve motor vehicle safety systems and standards.

As the use and capabilities of EDRs increase, opportunities for additional safety benefits, especially with regard to emergency medical treatment, may become available. EDRs installed in light vehicles record a minimum set of specified data elements useful for crash investigations, analysis of the performance of safety equipment, e.g., advanced restraint systems, and automatic collision notification systems.

Vehicle manufacturers have made EDR capability an additional function of the vehicle's air bag control systems. The air bag control systems were necessarily processing a great deal of vehicle information, and EDR capability were added to the vehicle by designing the air bag control system to capture, in the event of a crash, relevant data in memory.

EDRs have become increasingly more advanced with respect to the amount and type of data recorded. Since 1998, the EDR function in light vehicles (under GVWR 10,000 lbs) is typically housed in a control module, such as the sensing and diagnostic module (SDM), the engine control module (ECU) or the stability control or 4-wheel steering modules. These modules are located in various places in the vehicle, such as under a front seat, in the center console or under the dash. Current EDR designs were developed independently by each automaker to meet their own vehicle-specific needs.

In current EDRs, there is no common format for EDR data. Both the data elements and the definition of these data elements vary from EDR to EDR. Both GM and Ford, for example, record vehicle impact response vs. time -i.e., a crash pulse. GM however stores the crash response as a velocity-time history recorded every 10 milliseconds while Ford stores the crash response as an acceleration-time history recorded every 0.8 millisecond, e.g. stored in the Ford Windstar RCM. Even for a given automaker, there may not be standardized format. The GM SDM, for example, has evolved through several generations.

Until recently, there has been no industry-standard or recommended practice governing EDR format, method of retrieval, or procedures for archival. The preferred method is to connect to the onboard diagnostic connector located in the occupant compartment under the instrument panel.

Despite the obvious safety benefits that might accrue, however, the use of EDRs has not been without controversy. EDRs were designed to help automakers build safer vehicles. But manufacturers have used the data to defend against product liability, police investigators have also increasingly been using the data to charge drivers with speeding violations and serious crimes. And insurance companies want the data to dispute unwarranted claims and tie policy rates to driving behavior.

Privacy advocates and consumer groups oppose allowing data collected for safety purposes to be used for other purposes, especially when most drivers are unaware that their cars have boxes or mechanisms that can be used as evidence against them. They also question whether the data is accurate, since few tests have been conducted to establish its reliability.

A number of research studies have concluded that although the EDR data (and the recorder itself) may be 'owned" by the automobile's owner or lessee, that data may almost certainly be used as evidence against the owner (or other driver) in either a civil or criminal case. Furthermore, nothing within the federal rules of evidence or the Fifth Amendment's protection against self- incrimination would exclude the use of data recorded by EDRs. Similarly, owners might be prohibited from tampering with the data via federal or state legislation.

While the statutory authority to require EDRs may exist, the public may not want open, unrestricted access to a device installed in their automobiles that may appear to impede their personal privacy interests, thus public acceptability of EDRs is an important issue paralleling the legal issues of EDRs. For example, a class action suit, filed in New Jersey, alleged that General Motors never told owners of their vehicles that EDRs were installed. [ix]

The public is largely unaware of EDR systems, how they operate, and who has access to the driving information they read.

At present, vehicle crash data is controlled by law enforcement, automakers, state and federal government agencies, automotive repair facilities and automotive insurance companies.

Thirteen states have enacted laws since 2004. These states followed the example taken by California lawmakers in 2003, and have enacted laws that specify how motor vehicle event data recorders ("EDRs" or auto "black boxes") are to be regulated in their respective jurisdictions. No states have passed legislation preventing tampering. The states may begin initiatives in the absence of sufficient federal regulation or legislation. [x]

NHTSA's EDR research website lists the following potential users and consumers of EDR data: insurance companies, vehicle manufacturers, government, law enforcement, plaintiffs, defense attorneys, judges, juries, courts, prosecutors, human factors research, state insurance commissioners, parents' groups, fleets and drivers, medical injury guideline data usage, vehicle owner and transportation researchers and academics, with the auto industry as one of the major future consumers of EDR data.

This large, broad and unregulated list of people and entities with the potential ability to get access to private information from an EDR without the driver's consent is alarming and disturbing to many consumers.

The data an EDR records can be decisive in a criminal or civil case. [xi]

Further, a driver's insurance coverage might someday depend on information collected from an EDR. Important rights could be at stake.

Since vehicles have a universal serial bus diagnostic link connector port to accommodate connecting peripheral devices such as electronic scan tools capable of re-engineering and altering odometers this has given rise to vehicle tampering.

Under current practice, anyone with access to a vehicle may plug a portable san tool device with a flash memory card (via an interface) into the diagnostic link connector port and copy (or tamper with) information in the vehicle Controller Area Network (CAN) and download data to a portable flash card or similar type memory devices.

Since portable flash memory cards are usually very small, removing the flash memory card from the diagnostic link connector port and taking information out of the vehicle is relatively easy.

The loss of proprietary and confidential information such as proprietary product information, trade secrets and vehicle crash data can be very costly with regard to lost revenue and corporate liability, thus most automakers take significant security precautions to protect against the theft of corporate information. Some companies take extreme and costly measures to keep vehicle information from being downloaded without proper authorization. Rental car companies and automotive lease dealers are at great risk of suffering economically via widespread vehicle tampering.

A simple search on the internet provides alarming results. On one site http://www.ec21.com/ a search for "crash data" found 29 products from 23 companies advertised with capabilities to alter or omit crash data or by plugging an inexpensive software/hardware device in the OBD port.

Other after-market products are currently available such as the Uif Technology Co., Ltd., (Shenzhen, China) "Mileage Correction Kit" which is marketed as "a compact interface that will allow you to easily read/write/modify the mileage/km of your car without the need to remove the dash. It connects to the on-board diagnostics port located in your car."

This is not simply an American problem. It is estimated that every year, more than 89,000 vehicles with tampered odometers reach the Canadian marketplace at a cost to Canadians of more than $3.56 million according to estimates by a United States of America based company called CarFax.

A 2002 U.S. National Highway Traffic Safety Administration study shows that each year more than 450,000 Americans will inadvertently buy a used vehicle with the mileage gauges rolled back. That makes tampering with odometers a $1.1-billion-a-year industry in the United States of America alone.

The final EDR rulemaking (8/26/06) states (in part) the following:

> We have considered the comments recommending that we address potential tampering of EDRs. We currently do not have information that leads us to believe that tampering with EDRs is a problem that necessitates us to develop requirements in this area. We may revisit this issue if we find that tampering becomes a problem.

Tampering means to modify, remove, render inoperative, and cause to be removed, or make less operative any device or element design installed on a motor vehicle or motor vehicle power-train, chassis or body components which results in altering federal motor vehicle safety standards (FMVSS).

Once it gets data, I believe that the Agency has taken adequate steps to ensure individual privacy vis-a-vis its use of EDR data. However, the Agency can do more to assure that the data collected is not tampered with and is thus scientifically valid. To end up with"Garbage In -- Garbage Out" scenario after a decade of R&D would negate the mission of NHTSA.

The Agency states in the final rulemaking that "We understand that EDRs can generate concerns related to how EDR data are currently used or will be used by entities other than NHTSA."

Unless the Agency moves quickly to protect EDR crash data it may become virtually useless. Once crash data is primarily used in civil and criminal cases a strong public response would motivate automakers to remove the technologies -- thus increasing the possibilities of injuries and fatalities and negating the primary mission of NHTSA -to serve the greater good.

Automotive insurance companies must also assure that the real-time crash data has not be tampered or altered.

Therefore, a more practical and convenient means of preventing casual and unauthorized downloading of information is needed to protect the privacy of vehicle owners and motorists.

A consumer revolt against the installation of EDRs could negatively impact sales and/or lead many manufacturers to offer owners the option to turn off their EDRs or even to stop installation of them altogether.

EDRs as defined by 49 CFR 563 are not designed to resist tampering and if such tampering occurs there is no penalty. Thus, a giant privacy void exists as a central element of consumer protection and consumer acceptance.

IEEE 1616: Standard for Motor Vehicle Event Data Recorder (MVEDR) section 1.3 Data Privacy and Security Recommendations cite (in part) the following:

> In recent years, advances in technology have made possible the detailed information about individuals to be compiled and shared. This has produced many benefits for society as whole and individual consumers. At the same time, as personal information becomes more accessible precautions must be taken to protect against the misuse of information. MVEDR data aggregated across many events has significant scientific value. Occasional errors in data recording, communication, or retrieval will undoubtedly occur. However, uncontrolled release of any data, especially erroneous data for any specific event, has the potential to compromise that directly affected individual's need for confidentiality. Moreover, aggregate MVEDR data may contain an occasional statistical anomaly. While scientifically undesirable, minor errors are not catastrophic to the overall value of the data. However, individual or personal data containing statistically insignificant errors or omissions may wrongly attribute, falsely indicate fraud, or erroneously convict/exonerate a particular person."

Thus, there is a recognized need to provide both a means of consumer protection for permitting EPA mandated OBD data related to engine and emissions diagnostic data to be downloaded by service technicians and vehicle inspection stations and automobile inspection stations while at the same securing crash data for vehicle owners, thereby protecting privacy and avoiding tampering in an inexpensive and useful manner.

Vehicle owners are any individual, business, institution, government agency, organization, or corporation that holds the title to a motor vehicle.

The Agency received sufficient evident to understand that EDR crash data can be tampered with via the vehicle diagnostic link connector. See NHTSA-2008-

0004-0013 at www.regulations.gov for an expert witness evaluation of 49 CFR 563.

The National Cooperative Highway Research Program (NCHRP) / Transportation Research Board / National Academies Project 17-24 Final report: Use of Event Data Recorder (EDR) Technology for Highway Crash Data Analysis notes (in part) :

> Although no cases have yet addressed the issue of EDR tampering, court rulings in cases involving similar devices in trains and trucks indicate that deliberate erasure or tampering with EDR data will move courts to invoke so-called evidence spoliation remedies. In other words, the deliberate destruction of such evidence may lead to sanctions against the despoiling party and judges may permit juries to draw certain negative inferences from such behavior.

While the Agency may not have "anti-tampering" provisions written into the EDR final rulemaking, the Safety Act does include a provision known as the "rendering inoperative" provision which is set forth in section 108(a) (2)(A) of the Safety Act (15 U.S.C. 1397(a) (2) (A)). That section prohibits manufacturers, distributors, dealers, and repair shops from knowingly "rendering inoperative," in whole or in part, any device or element of design installed on or in a vehicle in compliance with an applicable safety standard.

To overcome the shortcomings my pending Petition for Reconsideration of 49 CFR 563: Event Data Recorders recommending a simple mechanical lockout for a diagnostic link connector port would mitigate or obviate the aforementioned problems. Specifically, NHTSA-2008-0004-0007 seeks to 1) maintain data privacy, 2) prevent data tampering, 3) avoid odometer fraud, 4) limit access to sensitive data, 5) stop in-vehicle systems engineering, 6) secure in-vehicle networks, 7) enhance overall safety and 8) encourage consumer acceptance.

Several Letters of Support are available for review at www.regulations.gov search NHTSA-2008-0004.[xii]

THE CHANGE REQUIRED IN 49 CFR 563: Event Data Recorders [xiii]

CONGRESS SHALL REQUIRE THAT NHTSA ADD THE FOLLOWING

§ 563.13 Motor Vehicle Event Data Recorder Connector Lockout Apparatus (MVEDRCLA).

Each manufacturer of a motor vehicle equipped with an EDR shall ensure by licensing agreement or other means that a motor vehicle event data recorder connector lockout apparatus (MVEDRCLA) as standardized by the Institute of Electrical and Electronics Engineers Standards Association (IEEE 1616) is commercially available for securing access to the data stored in the EDR that are required by this part. The MVEDRCLA shall be commercially available not later than 90 days after the first sale of the motor vehicle for purposes other than resale.[xiv]

The Institute of Electrical and Electronics Engineers Standard:

IEEE 1616a™ STANDARD FOR MOTOR VEHICLE EVENT DATA RECORDERS (MVEDRs) – AMENDMENT 1: MOTOR VEHICLE EVENT DATA RECORDER CONNECTOR LOCKOUT APPARATUS (MVEDRCLA).

SCOPE: Motor Vehicle Event Data Recorders (MVEDRs) collect, record, store and export data related to pre-defined events in usage history. This amendment defines a lockout protocol for

MVEDR output data accessibility by securing the vehicle output diagnostic link connector (DLC). This standard does not prescribe data security within the vehicle electronic control units (ECUs) or within the intra-vehicle communication and/or diagnostic networks but instead defines ways and means to permit uniform, but controlled access of electronic scan tools to the DLC for legitimate vehicle emissions status, maintenance and/or repair. This standard also defines a means of maintaining data security on the vehicle via a motor vehicle DLC connector lockout apparatus (MVEDRCLA). The MVEDRCLA is applicable to vehicles and their respective event data recorders for all types of motor vehicles licensed to operate on public highways.

PURPOSE: Many light-duty vehicles, and increasing numbers of heavy commercial vehicles, are equipped with some form of a MVEDR. These systems are diverse in function, and proprietary in nature, however, the SAE J1962 (ISO/DIS 15031-3) vehicle diagnostic link connector (DLC) has a common design and pinout, and is thus universally used to access event data recorder information. Data access via the DLC can be accomplished by using scan tools or microcomputers and network interfaces. This same DLC and network interface is also used for re-calibrating electronic control units on a vehicle. Such ECU applications can include restraint controls, engine controls, stability controls, braking controls, etc. This amendment defines a protocol to protect against misuse of electronic tools which use the DLC to erase, modify or tamper with electronic controller or odometer readings, or to improperly download data. Implementation of MVEDRCLA provides an opportunity to voluntarily achieve DLC security by standardizing a MVEDRCLA which will act to prevent vehicle tampering, which can include odometer fraud, illegal calibrations leading to emissions violations and theft of personal data. Adoption of this standard will therefore make the common MVEDR/DLC data more secure and credible while still permitting accessibility to legitimate end users.

Bottom Line: If vehicle and highway safety is to be advanced in our nation then crash data available from EDRs must be tamper proof.

Respectfully Submitted

Thomas M. Kowalick

Thomas M. Kowalick

ATTACHMENTS:

1. Letter of Support dated 17 November 2009 (6 pages)
2. Petition for Reconsideration submitted 25 February 2008 (4 pages)

ONLINE RESOURCES:

Press release IEEE p1616 at http://standards.ieee.org/announcements/pr_1616.html

Press Release IEEE 1616 at http://grouper.ieee.org/groups/1616a/PR.html

FATAL EXIT: The Automotive Black Box Debate at
http://books.google.com/books?id=VkooLFWnUmYC&dq=fatal+exit&printsec=frontcover&source=bn&hl=en&ei=Cd1pS8zwIlaWtgftiZHSBg&sa=X&oi=book_result&ct=result&resnum=4&ved=0CBAQ6AEwAw#v=onepage&q=appeal&f=true

GAO-09-056 at http://gao.gov/new.items/d0956.pdf

NHTSA DOCKETS at www.regulations.gov see NHTSA-2008-0004-0007 for Kowalick Petition.

49 CFR 563: Event Data Recorders at www.regulations.gov See NHTSA-2008-0004-0001

CC.

Democrats

•Chairman, Edolphus Towns, New York

•Rep. Paul E. Kanjorski, Pennsylvania

•Rep. Carolyn B. Maloney, New York

•Rep. Elijah E. Cummings, Maryland

•Rep. Dennis J. Kucinich, Ohio

•Rep. John F. Tierney, Massachusetts

•Rep. Wm. Lacy Clay, Missouri

•Rep. Diane E. Watson, California

•Rep. Stephen F. Lynch, Massachusetts

•Rep. Jim Cooper, Tennessee

•Rep. Gerald E. Connolly, Virginia

•Rep. Mike Quigley, Illinois

- Rep. Marcy Kaptur, Ohio
- Rep. Eleanor Holmes Norton, District of Columbia
- Rep. Patrick Kennedy, Rhode Island
- Rep. Danny Davis, Illinois
- Rep. Chris Van Hollen, Maryland
- Rep. Henry Cuellar, Texas
- Rep. Paul W. Hodes, New Hampshire
- Rep. Christopher S. Murphy, Connecticut
- Rep. Peter Welch, Vermont
- Rep. Bill Foster, Illinois
- Rep. Jackie Speier, California
- Rep. Steve Driehaus, Ohio
- Rep. Judy Chu, California

Republicans

- Rep. Darrell Issa, California, Ranking Minority Member
- Rep. Dan Burton, Indiana
- Rep. John L. Mica, Florida
- Rep. Mark E. Souder, Indiana
- Rep. John J. Duncan, Jr., Tennessee
- Rep. Michael Turner, Ohio
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- Rep. Brian Bilbray, California
- Rep. Jim Jordan, Ohio
- Rep. Jeff Flake, Arizona

- Rep. Jeff Fortenberry, Nebraska
- Rep. Jason Chaffetz, Utah
- Rep. Aaron Schock, Illinois
- Rep. Blaine Luetkemeyer, Missouri
- Rep. Anh "Joseph" Cao, Louisiana

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[i] www.sandhills.edu

[ii] http://standards.ieee.org/announcements/pr_1616.html

[iii] http://www.wiley.com/WileyCDA/WileyTitle/productCd-0471698075.html

[iv] http://www.accessscience.com/abstract.aspx?id=YB090097&referURL=http%3a%2f%2fwww.accessscience.com%2fcontent.aspx%3fsearchStr%3dkowalick%26id%3dYB090097

[v] http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_w75.pdf

[vi] http://detnews.com/article/20100213/BIZ/2130352/Automakers-cut-spending-on-lobbying

[vii] http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_w75.pdf See 6.3.5

[viii] USDOT/NHTSA Final Regulatory Evaluation, Office of Regulatory Analysis and Evaluation, National Center for Statistics and Analysis, 2006)

[ix] “GM sued over automobile ‘black boxes’” USA Today, 12/01/2000 http://www.usatoday.com/life/cyber/tech/cti865.htm

[x] http://www.ncsl.org/default.aspx?tabid=13461

[xi] http://www.4dca.org/Mar%202005/03-30-05/4D03-2043.pdf

[xii] See NHTSA-2008-0004-0011 and NHTSA-2008-0004-0012 at www.regulations.gov

[xiii] See NHTSA-2008-0001 at www.regulations.gov

February 25, 2008

2008 MAR [illegible]
[illegible] SAFETY ADM.

The Honorable Nicole R. Nason
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.,
West Building, 4th Floor,
Washington, DC 20590

Dear Nicole R. Nason:

[Docket No. NHTSA-2008-0004] RIN 21`27-AK 12 or subsequently NHTSA-2006-25666.

RE: Petition for Reconsideration to 49 CFR Part 563 Event Data Recorders – Response to Petitions for Reconsideration as published in the *Federal Register* / Vol. 73, No. 9 / Monday, January 14, 2008 / Rules and Regulations.

Specifically, I Petition for Remand due to factual errors in the Agency response to the following section:

> *H. Public Privacy and Consumer*
> *Notification of EDRs*
>
> 1. Whether NHTSA Should Require a Mechanical Lockout on EDRs.
>
> Mr. Thomas Kowalick petitioned NHTSA to require a mechanical lockout on the on-board diagnostic (OBD2) port [28] for the sole use/control of the owner or operator of the vehicle equipped with an EDR. Mr. Kowalick argued that it is possible to protect consumer privacy rights by use of a mechanical lockout system on this port, which is used to download EDR data. In a March 1, 2007 meeting with NHTSA, Mr. Kowalick expressed an additional concern that aftermarket devices are being developed to erase or tamper with EDR data.[29] **He noted that the preamble to the final rule stated that if tampering became apparent, NHTSA would reconsider its position on this issue.**
>
> *Agency response:* We are denying this petition. Mr. Kowalick provided information that devices may exist to erase or tamper with EDR data, but he did not provide information that they were actually being used. There are several other ways that EDR tampering will be prevented. First, the EDR download port is installed inside the vehicle, on which the door locks act as a first line of defense to prevent access to the data port. Second, if the vehicle glazing is missing, either due to an accident or forceful entry (assuming a person wants to tamper with someone else's EDR data), the vehicle key is needed to power the vehicle to access the EDR data through the diagnostic port. And third, the final rule requires that event data from crashes in which an air bag has been deployed must be locked and cannot be overwritten. **As stated in the final rule, the agency may revisit the issue if EDR tampering indeed becomes a problem.**
>
> 28 *See* 61 FR 40940. The OBD2 port standard specifics the type of diagnostic connector and its output pin locations used for monitoring vehicle parameters measured by the on-board computer(s) such as emissions controls. It is typically located on the driver's side of the passenger compartment near the center console.
> 29 Docket No. NHTSA-2006-25666-457.

I petition NHTSA for remand based on evidence of tampering. Thus, I am providing information to persuade NHTSA that conditions have changed meaningfully since the Agency's original determination— specifically with current tampering of EDR data and odometer readings.

Definition of Tampering

"Tampering" means to modify, remove, render inoperative, cause to be removed, or make less operative any device or element design installed on a motor vehicle or motor vehicle power-train, chassis or body components which results in altering federal motor vehicle safety standards (FMVSS).

ES08-001499

Providing the Agency Evidence of Tampering Devices

Docket NHTSA-2006-25666-457 clearly establishes that numerous devices exist to reset air bags, erase crash data and/or modify odometer readings. In that docket I cited 29 products from 23 companies advertised with capabilities to alter or omit crash data by plugging an inexpensive software/hardware device into the vehicle OBD port.

Providing the Agency Evidence of Tampering Services

Here are four (4) examples as advertised online (last visited 2/27/08).

http://www.talktomycar.co.uk/index.htm
http://www.airbagcrash.com/
http://www.tachosoft.com/_airbag.htm
http://www.autodiag.ru/airbagaudivwen.html

NHTSA Initiatives Call for Increased Measures but Fail to Provide an Effective Counter-Measure

The Agency maintains an Office of Odometer Fraud Investigation with a web site at http://www.nhtsa.dot.gov/portal/site/nhtsa/menuitem.893c19c9fb974f825c420087dba046a0/

This site provides the following assessment:

> Odometer tampering continues to be a serious crime and consumer fraud issue. In 2002, NHTSA determined this crime allows more than 450,000 vehicles to be sold each year with false odometer readings, milking American car buyers out of more than $1 billion annually. From 2002 to 2005, we have seen a definite escalation of odometer fraud. New car prices, coupled with the increased demand for late-model, low-mileage used cars, has made odometer fraud more profitable than ever. Strong enforcement of the federal and state odometer laws, i.e., prosecutions with stiff sentences, appears to be the most effective deterrent.

The Nature of Odometer Fraud According to the U.S. Department of Justice (USDOJ)

> Odometer fraud is a pernicious crime that robs thousands of dollars from each victim it touches. See, e.g., *United States v. Whitlow, 979 F.2d 1008, 1012 (5th Cir. 1992)* (under sentencing guidelines, court affirmed estimate that consumers lost $4,000 per vehicle). The television news magazine 60 Minutes once characterized it as the largest consumer fraud in America. Victims of this fraud are commonly the least able to afford it, since buyers of used cars include large numbers of low income people. In addition, consumers generally are unaware of being victimized.
>
> Odometer-tampering involves several interrelated activities. Late-model, high-mileage vehicles are purchased at a low price. The vehicles are "reconditioned" or "detailed" to remove many outward appearances of long use. Finally, odometers are reset, typically removing more than 40,000 miles.
>
> In addition to the cosmetic "reconditioning" of the car, the odometer tamperer "reconditions" paperwork. Automobile titles include a declaration of mileage statement to be completed when ownership is transferred. To hide the actual mileage that is declared on the title when the car is sold to an odometer tamperer, the tamperer must take steps to conceal this information. These steps vary from simple

alteration of mileage figures, to creating transfers to fictitious "straw" dealerships to make it unclear who was responsible for the odometer rollback and title alteration. Alternatively, the odometer tamperers frequently destroy original title documents indicating high-mileage, and obtain duplicate certificates of title from state motor vehicle departments, upon which the false, lower mileage figures are entered.

Whatever method is used, the result is the same. The odometer tamperer possesses an altered, forged, or replacement title document (which is a security under federal law) containing a false low-mileage reading. This title is used to sell the car, for several thousand dollars above its actual value, to a purchaser who is deceived regarding the vehicle's remaining useful life by the altered odometer, by the vehicle's outward appearance, and by the counterfeit, low-mileage title and odometer statement. [1]

Rationale for this Petition for Reconsideration stressing that the Agency has the authority and responsibility to act in a timely manner to correct clearly erroneous errors:

1. The Agency already acknowledges tampering devices exist to erase crash data and alter odometers, and promises ***if tampering became apparent it would reconsider its position on this issue.*** This petition provides evidence of tampering.

2. The Agency's EDR rulemaking ***is inadequate to protect owner/operators*** of an estimated sixty (60) million vehicles that currently utilize event data recorder (EDR) technologies as proven by the fact that EDR data is widely used in civil and criminal cases.[2] Even though the majority of vehicle owners are unaware of the presence of these "black boxes" in their vehicle, criminal prosecutors and personal injury attorneys are obtaining the data contained in these "black boxes" from owners' vehicles and using the data contained within to charge drivers with crimes or hold them liable for damages in personal injury lawsuits. Numerous unsuspecting vehicle operators have been convicted, sentenced and jailed based, in part, on the black box data extracted from their vehicles. [3]

3. Door locks ***do not serve as an adequate defense to prevent access*** to the diagnostic link connector (DLC) data port. Following a crash numerous personnel including first responders, law enforcement and other third parties such as vehicle towing and insurance adjusters have access to the interior of the vehicle and thus to the diagnostic link connector (DLC) port. Therefore, an open port is always subject to tampering. (see figure 1).

4. Furthermore, ***a vehicle key is NOT NEEDED to access the EDR data*** since the Agency is fully aware that there are alternative methods to provide power via the fuse box. [4] The Agency also understands future vehicles will include keyless ignitions.

---

[1] See http://www.usdoj.gov/civil/ocl/monograph/odom.htm (Last visited 2/25/2008)

[2] EDR case law online at http://www.collisionsafety.net/cdrcaselaw.htm (Last visited 2/25/2008).

[3] See http://lemonfax.com/industry_secrets.html (Last visited 2//25/2008).

[4] The Agency participated in a National Academies of Science / Transportation Research Board (NSA/TRB) National Cooperative Highway Research *Project 17-24 Use of Event Data Recorder (EDR) Technology for Highway Crash Analysis* study in which a section (4) was devoted to EDR Data Retrieval Methods and Issues: Section 4.2.2 specifically outlines NHTSA experience with EDR Data Retrieval; and Section 4.2.3 specifically details Interviews with NASS Field Accident Investigators. Thus, the Agency is well versed on alternative methods of accessing data without a vehicle key. The full report is available online at: www-nrd.nhtsa.dot.gov/edr-site/uploads/TRB_NCHRP_Project_17-24.pdf - Other EDR Downloading Concerns. Assuming that the accident investigation teams are able to download

5. Finally, although the Agency cites that event data from crashes in which an air bag has been deployed must be locked and cannot be overwritten ***the Agency failed to define the term "lock."*** [5] ***which permits a high likelihood of confusion and misunderstanding.***

In conclusion, although NASS investigation teams may be properly collecting EDR crash data the Agency cannot determine – one way or the other – if or when motor vehicle event data recorders or odometers are tampered with by other parties, therefore, calling into question the validity of the data gathered or a rationale for lack of data (once erased). To remedy this situation the Agency should quickly correct clearly erroneous factual errors and mandate a mechanical lockout on the diagnostic link connector (DLC) for vehicles that include EDRs or provide access to odometer settings via the DLC. This is an immediate and urgent issue. A simple OEM or aftermarket lockout product is readily feasible. Vehicle OEMs would welcome this means of protecting data and preventing re-engineering. The estimated cost per vehicle would be approximately two dollars. This would be a small price for providing consumer protection towards assuring consumer acceptance of these emerging life saving technologies. I welcome the opportunity to provide additional information to the Agency on this issue. I also volunteer to provide a demonstration of how to secure the ODB DLC port without interfering with scheduled maintenance, inspection or repair of the vehicle as required. **Thus, based on the evidence presented to the Agency there are no substantive reasons for denial of this timely petition.**

Thomas M. Kowalick

Sincerely,
Thomas M. Kowalick
305 South Glenwood Trail
Southern Pines
North Carolina, 28387

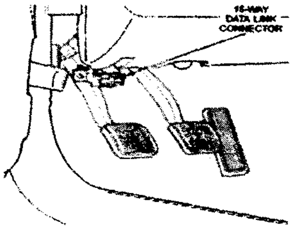

Figure 1

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the EDR from the OBD-II port, they need to obtain the vehicles keys to operate the ignition. Contrary to overall NHTSA findings, the Ocean County team reported that obtaining the vehicles keys was not a problem, making this method of download a simple process when OBD-II download functions correctly. GM Experience with EDR Data Retrieval: The research team followed up these interviews with a phone interview with a subject EDR expert at GM [Floyd, 2003]. GM reports significantly higher success rates at downloading their EDRs through the OBD-II connector. GM uses a technique of externally powering the airbag control module through the fuse box when the car has lost power or no key is available. GM reports that this technique works unless there is significant intrusion or unless the OBD-II connection has been grounded. It should be noted that this technique is not however part of the currently recommended practice when using the Vetronix CDR tool. Using techniques such as these, however, GM estimates that their EDRs can be downloaded through the OBD-II connector 80% of the time. Only an estimated 20% of the attempted downloads require direct connection with cables. In an estimated 5% of all cases, no data can be recovered for reasons including water immersion, fire, or severe crash damage.

[5] During this same EDR rulemaking in response to a petition from AORC the Agency stated "If we allowed the EDR to be erased by external means, it could encourage development of tools to erase EDR data potentially beneficial to our programs, and would make it difficult to ensure that this feature was not being misused. Although the final rule did not define the term "locked," we consider it to mean to protect EDR data from changes or deletion. This would include by external means." **(note- these tools are being used!)**

ASA
AUTOMOTIVE SYSTEMS ANALYSIS, INC.
12015 CANTER LANE, RESTON, VA 2 0191
Office 703-860-1766 Cell 703-597-7066
FAX 703-860-1880 VoIP 703- 860-0060, x0
e-mail: billrosenbluth@asareston.com
FORENSIC ANALYSIS OF ELECTRONIC AND COMPUTER VEHICLE CONTROLS

17 November 2009

Mr. Stephen R. Kratzke, Esq.
Associate Administrator of Rulemaking
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E., West Building
Washington, D.C. 20590

Subject: Letter of support for Professor Thomas M. Kowalick's Petition for Reconsideration of ***49 CFR 563.***

Dear Mr. Kratzke:

I, William Rosenbluth, wish to submit a letter of support of Mr. Thomas M. Kowalick's Petition for Reconsideration regarding 49 CFR 563; Event Data Recorders.

I have been performing retrieval and analysis of passenger vehicle EDR data for approximately 15 years. I am the author of two books published on that subject, *Investigation and Interpretation of Black Box Data in Automobiles*, jointly published by the American Society of Testing and Materials (ASTM) and the Society of Automotive Engineers (SAE) in June 2001 and *Black Box Data from Accident Vehicles, Methods of Retrieval, Translation and Interpretation*, published by ASTM in November 2009.

I support Mr. Kowalick's Petition for Reconsideration because I perceive that the Agency has published ambiguous security criteria for "locked data", while Mr Kowalick's anti-tampering device unambiguously accomplishes security for "locked data". My perception of the Agency's security criteria for "locked data" is discussed below:

1. The definition of "locked data" in the Final Rule, published in the Federal Register: August 28, 2006 contains the notice that:

> We have considered the comments recommending that we address potential tampering with EDRs. We currently do not have information that leads us to believe that tampering with EDRs is a problem that necessitates us to develop requirements in this area. We may revisit this issue if we find that EDR tampering becomes a problem. However, we do believe one aspect of EDR design will discourage tampering. We are requiring that the captured file be locked for crashes that involve air bags. The locked file will be preserved and the file cannot be overwritten. (SOURCE: FR Vol 71, No. 166/Monday, August 28, 2006/ Rules and Regulations, Page 51023.).

The exact definition of "locked file" or "locked data" was not further specified. Current usage defines "locked data" as specific event-data, once written, that cannot be overwritten by a next event. The current means of indicating that data is locked is a byte flag in non-volatile memory indicating that a portion of non-volatile memory is "locked" and cannot be overwritten by a next event.

2. In current designs, such data is normally resident in Electrically Erasable Programmable Read Only Memory (EEPROM), which is actually a re-writable media. Current and understood technology allows external access to read that EEPROM data via an external data port (typically, the SAE J1962 port). Data port access to post crash-event EEPROM data is typically protected via SAE J 2190 mode 27 security measures. Data in EEPROM is retained even when battery power is removed.

3. However, as with any software protection, if there are ways to read EEPROM "locked data" from an external port, there are ways to write, alter or overwrite that "locked data" from an external port (as long as the media in question (EEPROM) is re-writable). Additionally, there are ways to write, alter or overwrite data in EEPROM media via direct internal EEPROM umbilical connections, thus avoiding data port security measures.

4. It thus appears that, based on the FR Vol 71, No. 166/Monday, August 28, 2006/ Rules and Regulations, Page 51023 criteria, traditional EEPROM technology, as used in current day EDRs, satisfies this criteria. However, data saved in traditional EEPROM technology is actually quite changeable with appropriate external software commands.

5. The Agency appears to have disallowed Mr. Kowalick's original petition, as documented in the Federal Register: January 14, 2008 (Volume 73, Number 9)], [Rules and

Regulations], [Page 2168-2184], based on its perception that "locked data" was not changeable. Specifically, in its determination, the Agency considered on page 2178:

> 1. Whether NHTSA Should Require a Mechanical Lockout on EDRs
>
> Mr. Thomas Kowalick petitioned NHTSA to require a mechanical lockout on the on-board diagnostic (OBD2) port for the sole use control of the owner or operator of the vehicle equipped with an EDR. Mr. Kowalick argued that it is possible to protect consumer privacy rights by use of a mechanical lockout system on this port, which is used to download EDR data. In a March 1, 2007 meeting with NHTSA, Mr. Kowalick expressed an additional concern that aftermarket devices are being developed to erase or tamper with EDR data. He noted that the preamble to the final rule stated that if tampering became apparent, NHTSA would reconsider its position on this issue."
>
> The Agency responded that: We are denying this petition. Mr. Kowalick provided information that devices may exist to erase or tamper with EDR data, but he did not provide information that they were actually being used. There are several other ways that EDR tampering will be prevented. First, the EDR download port is installed inside the vehicle, on which the door locks act as a first line of defense to prevent access to the data port. Second, if the vehicle glazing is missing, either due to an accident or forceful entry (assuming a person wants to tamper with someone else's EDR data), the vehicle key is needed to power the vehicle to access the EDR data through the diagnostic port. And third, the final rule requires that event data from crashes in which an air bag has been deployed must be locked and cannot be overwritten. As stated in the final rule, the agency may revisit the issue if EDR tampering indeed becomes a problem.

6. The Agency, in its answer to Mr. Kowalick, apparently feels that "locked data" cannot be overwritten. However, current technology and current designs only prevent "locked data" from being overwritten by a successive crash event.

7. Conversely, in the same Federal Register: January 14, 2008, Volume 73, Number 9, Page 2172, in response to an AORC petition, the Agency additionally defined (clarified) its perception of "locked data" as defined below.

> Agency response: We are denying this petition. We do not believe that reuse of the EDR is a sufficient reason to allow its erasure by external means. If we allowed the EDR to be erased by external means, it could encourage development

> of tools to erase EDR data potentially beneficial to our programs, and would make it difficult to ensure that this feature was not being misused. Although the final rule did not define the term ``locked," we consider it to mean to protect EDR data from changes or deletion. This would include by external means.

This is the first Agency definition (clarification) that "locked data" should be immune from alteration by any external means. However it does not specify the "locked data" has to be saved in non-rewritable media, nor does ir specify the degree of security needed to assert that the "locked data" is immune from alteration by any external means.

8. The current reality is that such event-data (as is chosen to be saved) is typically saved in EEPROM. EEPROM is a rewritable media. At this time, notwithstanding data port security measures, there are many publicly advertised tools that have the ability to clear "locked data" from crash records in Event Data Recorders (typically SRS ECUs), using only the external data port. Representative publicly advertised tools are shown in Appendix A.

9. One alternative method of achieving absolute "locked data" security, using current technology, is to use Electrically Programmable Read Only Memory (EPROM), versus EEPROM, as the media in which to store "locked data". EPROM is written once, and is not electrically changeable thereafter. That change would absolutely comply with the Agency's later definition (clarification) in response to AORC; however, that change would preclude the storage of multiple below-threshold (i.e., near-deploy) events in a common media. Thus, to save event-data for both non-deploy and deploy level events (as is done today) , it would require multiple event-data buffer memory types (e.g., EPROM and EEPROM). That would require programming design innovation and hardware design innovation above and beyond current EDR design practices. Such design innovations would add to the cost, complexity and design lead time for future EDRs.

10. Conversely, if the Agency wishes to avoid such design innovation, the Agency must revisit the method of preventing unauthorized and possibly nefarious tools from accessing and possibly altering the supposedly "locked data".

    The most practical way to do that is to use a device that physically assures diagnostic port integrity. That was the nub of Mr. Kowalick's original Petition and his Petition for Reconsideration.

11. For the above reasons, I believe that the Agency must state its unambiguous intent regarding "locked data" and its direction to achieve "locked data" by either via

incorporation of design and technology innovation in the EDR ECU itself or by a mechanical security device as would be achieved by allowing Mr. Kowalick's Petition for Reconsideration of 49 CFR 563: Event Data Recorders..

Respectfully submitted,

Bill Rosenbluth

William Rosenbluth

Appendix A Publicly advertised tools that have the ability to clear "locked data" from crash records in Event Data Recorders (typically SRS ECUs),

1. http://www.uuctech.com/Products/VW-AUDI-Airbag-Reset.html
2. http://www.tradekey.com/product_view/id/811757.htm
3. http://www.codecard.lt/carprog/carprog-airbag-with-all-software-39-s-and-adapters-needed-for-airbag-repair-and-programming/prod_345.html
4. http://www.adkautoscan.com/Production/R101.htm
5. http://autocheery.en.made-in-china.com/product/reOQqGocbJiB/China-Honda-SRS-OBD2-Airbag-Resetter-for-Honda-with-TMS320-.html
6. http://www.mtaplus.cz/navody/vwgroup_airbagreseter.pdf
7. http://www.codecard.lt/ford-airbag-reset-tool-please-find-it-as-carprog-software-/prod
8. http://www.codecard.lt/carprog/software/carprog-airbag/s5-5-gm-airbag-reset-tool-by-obdii/prod_88.html

Pedal Entrapment- A Narrative Timeline

Beginning as early as 2004, the National Highway Traffic Safety Administration (NHTSA) began investigating claims of unintended acceleration in Toyota model vehicles. Despite a number of investigations over the next several years, it was not until after a tragic accident in San Diego, California that either NHTSA or the manufacturer took needed steps to address the situation.

The minority staff conducted a preliminary review of documents related to two key investigations that served as precursors to the massive fall 2009 pedal entrapment recall. This narrative timeline and accompanying documents are not meant to be an exhaustive review of these investigations but rather are meant to provide Members and staff with a glimpse into the relationship between NHTSA and Toyota, and the failure of federal regulators to effectively investigate acknowledged concerns in Toyota vehicles.

2007 Investigation- Lexus ES350

In late March 2007, the National Highway Traffic Safety Administration (NHTSA) launched an investigation into instances of unintended acceleration (UA) due to floor mat interference with the throttle pedal in model year (MY) 2007 Lexus ES350 vehicles. In August, the case was escalated to an engineering analysis (EA) and ultimately resulted in the recall of 55,000 all weather floor mats from MY 2007 and 2008 Lexus ES and Toyota Camry vehicles.

March 29, 2007- NHTSA launches an investigation (PE07-016) into instances of unintended acceleration (UA) due to floor mat interference with the throttle pedal in MY 2007 Lexus ES350 vehicles. (See Doc 1)

- The investigation was launched based on 5 consumer complaints alleging 3 crashes and 7 injuries.
- Focus on all weather floor mats.

July 26, 2007- Fatal accident in San Jose, CA involving a 2007 Toyota Camry. NHTSA investigators were dispatched to review the incident.

August 8, 2007- NHTSA investigation is expanded and upgraded to an Engineering Analysis (EA07-010), to "further investigate the issue" and "assess Toyota's actions." (See Doc 2) At this time, the focus remained Lexus ES350 vehicles.

- In briefing documents associated with the expanded investigation, NHTSA noted the existence of multiple models and model year Toyota vehicles with similar pedal design to the Lexus ES-350. (See Doc 3)

- One of the vehicles documented was the MY2008 Toyota Corolla, including photographs of the pedal/mat relationship. At the time, NHTSA deemed this vehicle as "Ok." (See Doc 4)
- In the "Discussion" page of the document, NHTSA acknowledged that "Toyota's actions unlikely to prevent further incidents," "other manufacturer's use a 'smarter' throttle and engine control design approach," and reiterated the similarity of "Other Toyota models not in official scope of EA" (See Doc 5)

August 29, 2007- NHTSA investigator Scott Yon emails Toyota representative, Chris Santucci, summarizing a 8/28/2007 technical meeting between Toyota and NHTSA. Yon noted that NHTSA informed Toyota that they were "considering expanding the scope of EA07010 to include some of the other models and model years of vehicles that may be affected by a floor mat interference concern…" (See Doc 6).

September 13, 2007- NHTSA's investigation into the July 26, 2007 accident in San Jose found that pedal entrapment caused the crash, prompting them to inform Toyota that a recall was necessary and should include "the Camry model despite its not being in the scope of the investigation."

- In Toyota briefing documents from this same date, the manufacturer outlined their position, defended their actions, and provided their assessment of other models referenced in the previous mentioned NHTSA briefing documents (See Doc 3 and 7)

September 26, 2007- Toyota announced recall of all weather floor mats in MY2007 and 2008 Toyota Camry and Lexus ES350 vehicles.

- In tandem, NHTSA released a consumer advisory regarding the recall stating that, "Although not part of the recall, NHTSA urged drivers of other Toyota models, including Avalon and Prius hybrids, to check the driver-side floor mats to make sure they are properly secured." (See Doc 8)

October 11, 2007- The investigation is closed. In the closing resume, NHTSA admited that though Camry was included in the recall, NHTSA "does not have field experience data from Toyota for Camry vehicles," and that, "throttle entrapment due to improperly installed floor mats could be a concern in all vehicles." (See Doc 9)

The narrative above demonstrates that NHTSA was aware, if not concerned, about the possibility of pedal entrapment in a number of Toyota vehicles beyond Camry and ES models. However, despite these concerns, the floor mat recall was ultimately limited to the Lexus ES350 and Camry models before closing the investigation. Only after the horrible accident in August 2009 did the agency decide to issue a vehicle based recall for pedal entrapment concerns- including not only the vehicles listed on Doc 3, but also the 2008 Toyota Corolla, previously examined by the agency and deemed "ok." (See Doc 4)

2008 Investigation- Toyota Tacoma

In January 2008, NHTSA launched a defect investigation (DP08-001) into alleged concerns over unintended acceleration in MY 2006 and 2007 Toyota Tacoma pickup trucks (See Doc 10). Based on the petitioner's request, the agency focused their investigation on issues with the throttle control system. The investigation was centered on interviews of consumers who filed complaints with NHTSA as well as analysis of information requested from Toyota. The petition was eventually denied and no further action was taken.

January 31, 2008- NHTSA launched a defect investigation (DP08-01) into sudden and uncontrolled acceleration in MY 2006 and 2007 Toyota Tacoma pickup trucks (See Doc 10).

Internally, NHTSA identified 104 complaints that could be attributable to unintended acceleration, including 59 related to the throttle control. In their review, the agency attributed the 59 throttle control complaints to several known/explainable issues which both the agency and manufacturer contended posed no safety threat and were within the normal operation of the vehicle. (All data derived from Doc 11)

- 2 complaints- high engine idle at cold start (See Doc 11a)
- 37 complaints- vehicle surge attributed to increased idle speed related to the air conditioning system (See Doc 11a)
- 11 complaints- excessive engine speed and transmission downshifts when cruise control is engaged on an uphill grade (See Doc 11b)
- 9 complaints- manual transmission vehicles do not return to normal idle between 4th and 5th gear at highway speeds (See Doc 11b)
- 1 complaint- external factors, including the speed and snow covered road, may have been a factor (See Doc 11b)

Beyond the 59 events attributed to throttle control, in the remaining 45 complaints NHTSA found (See Doc 11b):

- 19 were not related to throttle control system (Doc 11b)
  - 14 were related to floor mat interference (4 crashes, 3 injuries)
  - 5 were caused by dual pedal application

- 26- NHTSA was "unable to identify a cause that may be related to the vehicle's throttle control system or, in many cases, any specific cause or explanation." (13 crashes, 4 injuries) (Doc 11c)

May 20, 2008- Internal briefing document related to the investigation outlines many of NHTSA's conclusions

- The documents are clear that the agency focused its investigation on defects in the throttle control system and discussions with Toyota would "focus on technical issues-not mats." (See Doc 12)

- However, on the "Discussion" pages, NHTSA devoted significant attention to the fact that "Mat/pedal entrapment is occurring." (See Doc 13)
- Additionally, they note "there are some other Toyota models that remains a concern for mat entrapment- we continue to get ES reports also" and "these issues need to be looked at further." (See Doc 14)

August 27, 2008- The petition is denied and investigation closed (see Doc 15) due to:

- 75% of complaints involve or are related to throttle control and do not pose safety risk or are not related to the throttle control system (Doc 11d).
- Remaining 25% may have been related to throttle control but could not be explained (Doc 11d).
- Based on these findings, NHTSA decided that "additional investigation is unlikely to result in a finding that a defect related to motor vehicle safety exists." (Doc 11d)

September 3, 2008- Denial of petition published in Federal Register (Doc 11)

- NHTSA noted that "the design of the Tacoma throttle control system is similar to that reviewed in PE04-021." (the initial 2007 case discussed above)
- Following the mention of the reports not related to the throttle control system, including the floor mats, NHTSA noted that, "to the extent that causes are identified [not related to throttle control] which may raise possible safety defect issues, such as floor mat interference or pedal placement, ODI will continue to examine them as part of our regular screening process and will open investigations if warranted." (See Doc 11c)
- Staff review of NHTSA responses to Tacoma complaints revealed that after the petition was denied, from September 1, 2008 through January 1, 2009, NHTSA received 15 complaints related to possible unintended acceleration in Tacoma vehicles. NHTSA only responded to one complaint related to Tacoma vehicles over that same time period.

The Tacoma investigation is telling for several reasons:

1) Again, NHTSA expressed concerns over the issue of pedal entrapment in Tacoma and other models, yet failed to expand their probe of the issue. None of these vehicles were recalled until after the August 2009 accident in San Diego.
2) At least 26 reports of unintended acceleration were left unexplained and unresolved.
3) The agency agreed with many of the conclusions described by the manufacturer.

All of the vehicles mentioned in this outline were included in the fall 2009 recall of more than 4 million Toyota and Lexus model vehicles for pedal entrapment.

- 2007-2010 Lexus ES350
- 2006-2010 Lexus IS 250 and 350
- 2005-2010 Toyota Avalon
- 2007-2010 Toyota Camry
- 2005-2010 Toyota Tacoma
- 2007-2010 Toyota Tundra

Staff Observations

The two separate yet closely related investigations outlined above represent only two of the multiple investigations NHTSA has conducted into allegations of unintended acceleration in Toyota vehicles. However, they demonstrate a pattern of a willingness on the part of NHTSA to explain away inconveniences, while not aggressively pursuing concerns over multiple vehicles being at risk to pedal entrapment. After voicing concerns in 2007 of multiple additional Toyota models and model years being at risk for pedal entrapment, and again in the first half of 2008 for an additional Toyota model, NHTSA still shied away from broadening their investigation into pedal entrapment. Despite additional investigations and numerous complaints related to unintended acceleration in Toyota vehicles, it was not until after the horrific crash in San Diego that resulted in 4 fatalities that the agency pushed for a broad vehicle based recall.

It should not take the tragic loss of life to spur federal regulators or automakers into action. Both NHTSA and Toyota had significant evidence that floor mat entrapment could pose a threat to consumer safety, yet it took several years and unnecessary fatalities before a vehicle based recall was pursued.

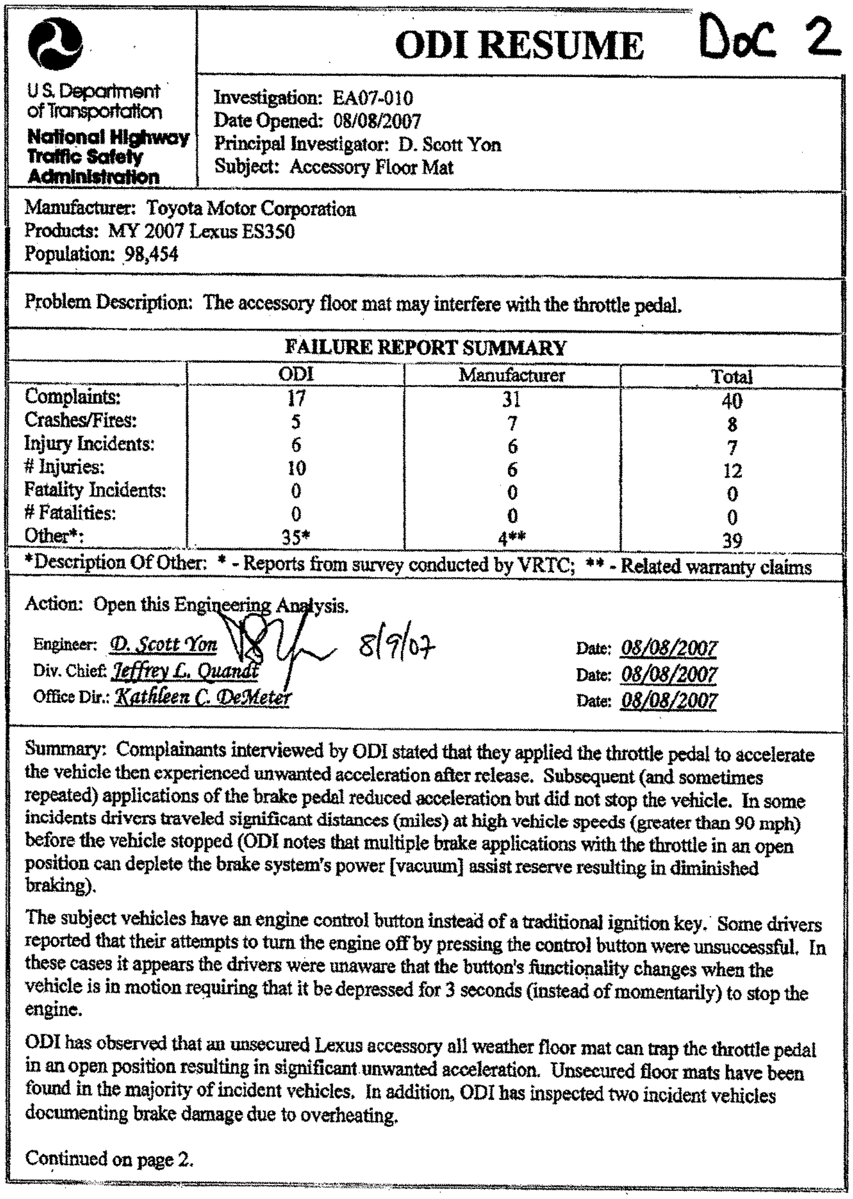
Regardless if it preserved a cordial working relationship or saved the company $100 million, negotiating a limited floor mat recall in 2007 was not a "win" for either party. Toyota is experiencing the full brunt of this decision and will no doubt invest tens, if not hundreds of millions of dollars into rejuvenating their reputation as one of the most trusted and reliable manufacturers in the world. For federal regulators, this could just be another recall and then it is back to business as usual. The public should demand the same type of commitment from the federal government that Toyota will no doubt demonstrate in ensuring that future issues are resolved in a timely and efficient manner.

Doc 1

PE07-016

Resumes (Open / Close)

Doc 1



ODI RESUME

Doc 2

U.S. Department of Transportation
National Highway Traffic Safety Administration

Investigation: EA07-010
Date Opened: 08/08/2007
Principal Investigator: D. Scott Yon
Subject: Accessory Floor Mat

Manufacturer: Toyota Motor Corporation
Products: MY 2007 Lexus ES350
Population: 98,454

Problem Description: The accessory floor mat may interfere with the throttle pedal.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	17	31	40
Crashes/Fires:	5	7	8
Injury Incidents:	6	6	7
# Injuries:	10	6	12
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	35*	4**	39

*Description Of Other: * - Reports from survey conducted by VRTC; ** - Related warranty claims

Action: Open this Engineering Analysis.

Engineer: *D. Scott Yon* 8/9/07 Date: *08/08/2007*
Div. Chief: *Jeffrey L. Quandt* Date: *08/08/2007*
Office Dir.: *Kathleen C. DeMeter* Date: *08/08/2007*

Summary: Complainants interviewed by ODI stated that they applied the throttle pedal to accelerate the vehicle then experienced unwanted acceleration after release. Subsequent (and sometimes repeated) applications of the brake pedal reduced acceleration but did not stop the vehicle. In some incidents drivers traveled significant distances (miles) at high vehicle speeds (greater than 90 mph) before the vehicle stopped (ODI notes that multiple brake applications with the throttle in an open position can deplete the brake system's power [vacuum] assist reserve resulting in diminished braking).

The subject vehicles have an engine control button instead of a traditional ignition key. Some drivers reported that their attempts to turn the engine off by pressing the control button were unsuccessful. In these cases it appears the drivers were unaware that the button's functionality changes when the vehicle is in motion requiring that it be depressed for 3 seconds (instead of momentarily) to stop the engine.

ODI has observed that an unsecured Lexus accessory all weather floor mat can trap the throttle pedal in an open position resulting in significant unwanted acceleration. Unsecured floor mats have been found in the majority of incident vehicles. In addition, ODI has inspected two incident vehicles documenting brake damage due to overheating.

Continued on page 2.

In the five ODI crash incidents the operators allege they experienced unwanted acceleration and were unable to stop the vehicle to avoid the collision. Four of the five crashes are multi-vehicle (one involving 7 vehicles) and two resulted in total loss damages (one involving a fire). One injury, which resulted from a roll-over crash, was significant and the injured person continues to show symptoms. One injury incident is not crash related (complainant alleges a knee injury due to overexertion during brake application).

In their response to ODI's April 5, 2007 information request letter, Toyota acknowledges that some of the alleged incidents are likely related to improper installation of the driver side all weather floor mat resulting in interference with accelerator pedal movement. Toyota describes various changes to the labeling of the all weather mat (including a sticker for the bottom of the mat and enlarging the statement on the visible surface) and the packaging used for sales of the mats, and has notified ODI of an owner mailing to subject vehicle owners' warning of the dangers of improper mat installation. Toyota believes the subject vehicles and the all weather mat do not contain a safety related defect and that the actions they have taken are sufficient to address any future concerns.

This investigation has been upgraded to an Engineering Analysis to further investigate this issue and to assess the actions taken by Toyota.

:End:

Field Experience: VOQs for Other Toyota Vehicles

- Same condition occurs in other Toyota and Lexus products
- Six MY 2007 Camry VOQs (one non-Toyota mat)
  - Some products have an ignition key, some have button
  - One involves a fatality, SCI investigating/reporting
    - 8 miles on interstate, 100+ MPH, glanced off one, hit another, two fires
  - Few if any VOQs for earlier MY Camry exist
- Six Avalon VOQs (three with non-Toyota mats)
  - Three MY 2007, 2 MY 2006, 1 MY 2005, no crash or injury
  - Few if any VOQs for earlier MY Avalon exist
- Seven Prius VOQs under review
  - Two MY 2006, 3 MY 2005, 2 MY 2004
  - One serious crash with injury
- SCI Prius case: Used MY2005, 3/2007, 60 YO male
  - Took delivery on crash date, on interstate, kept accelerating
  - Unable to stop, exited roadway, crashed in gas station market

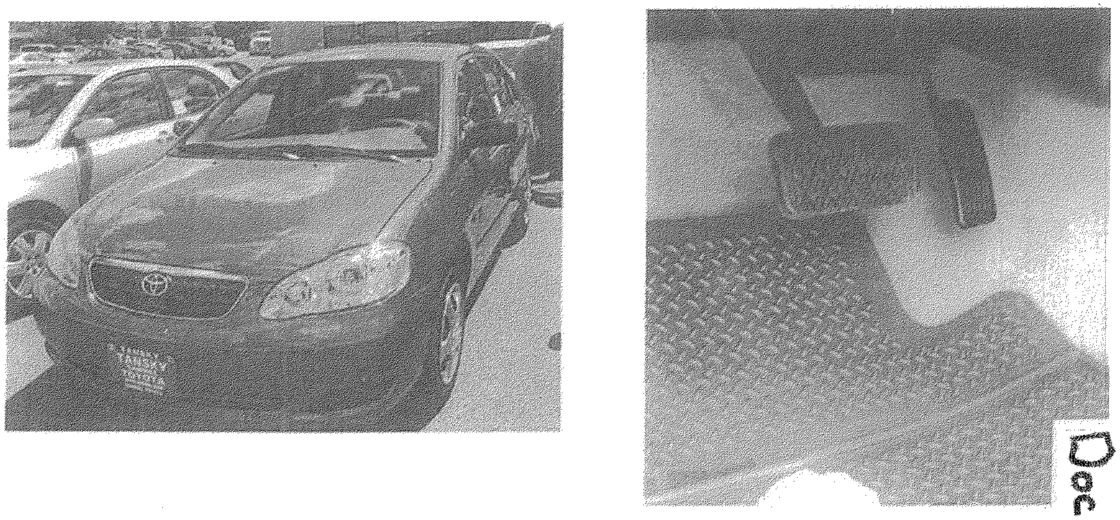
Doc 3

Other Vehicles with Similar Design to Lexus ES-350

- 2006-2007 Lexus IS-250/IS-350
- 2007 Toyota Camry
- 2004-2007 Toyota Prius
- 2005-2007 Toyota Avalon

Other Lexus/Toyota Pedal Designs

2008 Toyota Corolla: OK



Doc 4

Discussion

- SV throttle, engine control, floorboard, mat design differs from previous MYs which were unaffected
  - – Toyota's actions unlikely to prevent further incidents
- Other manufacturer's use a 'smarter' throttle and engine control design approach
- Consumers express that the mat interference causes an extremely dangerous safety consequence
  - – Owners, retailers, and technicians
    - do not associate floor mats with this level of risk
    - do not understand the operation of engine control button
  - – Some complainants can not stop the vehicle
- ODI advised Toyota of VOQs for other models
  - – Declined offer to co-inspect fatal incident Camry
- Other Toyota models not in official scope of EA
  - – Press/blog articles recognize these are sisters to ES
- Other Toyota model owners unaware of mat issu

Doc 5

Doc 6

From: Yon, Scott <NHTSA>
To: "CSantucci@tma.toyota.com"
Cc: Quandt, Jeff <NHTSA>; Collins, Bill <NHTSA>
Subject: Technical meeting of 8/28/2007
Date: Wednesday, August 29, 2007 2:50:31 PM
Attachments: 10171756.pdf
10169969.pdf
CVPIThrottleControlSWDevelopment.pdf
ToyotaCamryWebArticle.pdf

Chris,

Can you please confirm you have received this email and the four PDF attachments? Thanks.

Thank you for your time yesterday, and please thank Kevin also.

There were some questions and actions discussed at the meeting; I documented below what I understood them to be. Please advise if you have items I've missed, or if you have a different understanding.

1) ***Next meeting***: Toyota was to provide ODI with a proposed date for the next meeting on this issue, per the discussion held between Dan Smith and Chris Tinto (which I understand was primarily focused on 1: notification to other vehicle owners who might be affected by the same/similar issue and 2: next actions, steps towards a solution). Toyota did not think next week was feasible because it did not allow enough time for preparation. ODI agrees that a delayed date would be acceptable if it will help Toyota come to the meeting prepared to discuss specific next steps and actions; it is ODIs understanding this is Toyota's intent for delaying the meeting. Can you also advise agenda items Toyota would like to discuss, who from Toyota will attend the meeting, and whether anyone from Japan or the Customer Quality Engineering group will be present?

2) ***VRTC Survey:*** Toyota asked about the instruction form that was sent with the VRTC survey. I have a copy of the letter now and will show it to Toyota at the next meeting. You asked if ODI/VRTC could share the full and actual results of the survey. That request is still being considered; I suggest we make this an agenda item for the upcoming meeting.

3) ***Illinois Crash Incident:*** Toyota asked for details/history of the mat installed in the crash incident vehicle (the one that resulted in an engine fire). I am currently preparing a memo to file on this incident and ODI's inspection of the vehicle conducted in July. The information you requested will be included in this memo which will be publicly available at our website under EA07010.

4) ***VRTC Testing:*** Toyota asked for additional details, beyond what we discussed, of the testing conducted at VRTC with a 2006 Toyota Avalon. ODI notes that the testing was considered preliminary and that the test vehicle used was the subject of another test program that resulted in its destruction; therefore it is unlikely the data will be released by VRTC. VRTC has since obtained a subject vehicle and plans to do additional testing that will be considered official. I suggest we make this additional testing and Toyota's possible involvement in the testing an agenda item for the upcoming or another meeting.

5) ***Toyota engineering responsibility for accelerator pedal and floor mat designs:*** ODI requested that Toyota provide certain information regarding engineering/design responsibility and standard practices for the accelerator and floor mat. Specifically:

a) identify the engineering group(s) responsible for accelerator pedal and floor mat designs;
    i) if different engineering groups have design responsibility for each, describe how the two groups interact together to ensure the combined design functions properly;
b) state what the design requirements are for the accelerator pedal relative to the floor mats including minimum clearances or other physical specifications;
c) state what conditions or requirements are placed on the pedal and mat designs regarding

how the pedal and mat interact with each other;

d) state whether Toyota has a standard practice or engineering standard to test for accelerator pedal interference when the floor mat is unsecured and/or out of position;

e) identify who within Toyota ultimately has final engineering approval/sign-off on the combined design of the accelerator pedal and floor mat

6) ***Brake Assist for VIN 4T1BK36BX6U068008:*** ODI requested that Toyota advise if this vehicle is equipped with Brake Assist.

7) ***VOQs for Lexus IS:*** ODI agreed to provide copies of VOQs for Lexus IS products that may have experienced a problem with floor mat interference. I have attached the two VOQs. Bill Collins was able to speak with one of the complainants and inspect their vehicle (10171756). I am still trying to get in touch with the other complainant.

8) ***VINs for persons advising they didn't get the ES floor mat notification:*** ODI agreed to provide this detail. I am still working on this and will try to have further information for the upcoming meeting.

9) ***Article for Camry fatal accident:*** ODI agreed to provide a copy of the article we discussed – attached.

10) ***Article for CVPI throttle control software development:*** ODI agreed to provide a copy of the article we discussed – attached.

11) ***New item regarding investigation scope:*** ODI wants to advise Toyota that it is considering expanding the scope of EA07010 to include some of the other models and model years of vehicles that may be affected by a floor mat interference concern, such as those we discussed at the meeting. If this were to happen, ODI would issue a new resume reflecting the products added to the investigation, the reports and injuries associated with them, and the reason they have been added. ODI would also add these products to the ODI database making them searchable for web users. Additionally the new resume would probably contain some graphical information (photos or drawings) to better convey the concern under investigation and its possible consequence. ODI plans to advise Toyota further prior to taking this action and allowing for some advanced notice.

Feel free to contact me if you have questions or need to discuss anything.

Regards,
Scott

D. Scott Yon
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National Highway Traffic Safety Administration
Office of Defects Investigation
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Doc 7

Confidential

Toyota Presentation to ODI

Confidential

CONFIDENTIAL

Agenda

- Overview
- NHTSA Concerns
- Points of Interest
- Toyota Action Plan

CONFIDENTIAL

Overview

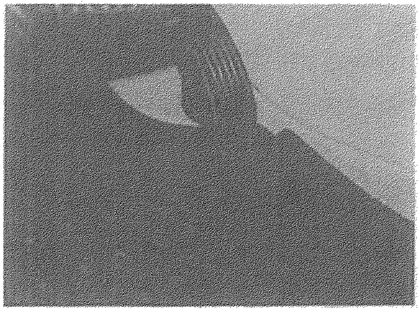
Toyota Response

- Lexus All Weather Floor Mat ONP
  - **All ES 350 owners included**
  - **Mailing conducted April 24 – May 11, 2007**
  - **96,277 registered owners in the United States and territories**
  - **21,500 Lexus AWM sold (PIO, DIO) as of March 2007**
    (Approximately 38,400 Lexus AWM sold (PIO, DIO, including dealer inventory) as of September 1, 2007)
  - **Notice sent to Lexus Dealerships at time of owner mailing**
- Enlargement of warning on floor mat
- Revised retail packaging
  - **Hanging tag with Installation Caution, to be removed only by consumer**
  - **Installation Caution on header card**

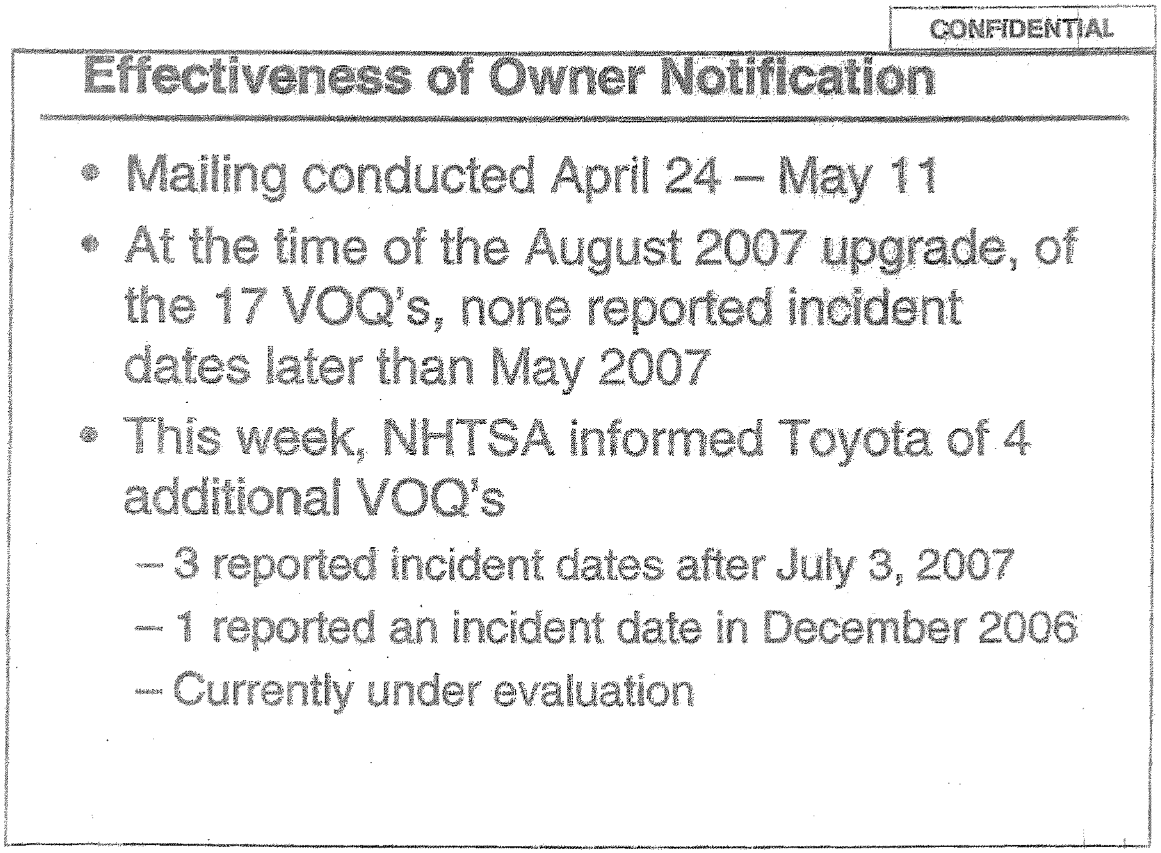
CONFIDENTIAL

Points of Interest

- What is the prevalent failure mode?
  - – Double stacked AWM
  - – AWM: Pedal trapped in ridge



Note: AWM cannot interfere with accelerator pedal if properly secured with the retention clips



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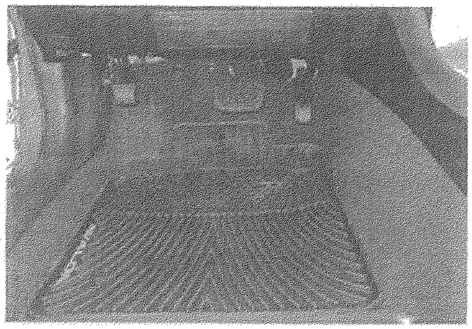
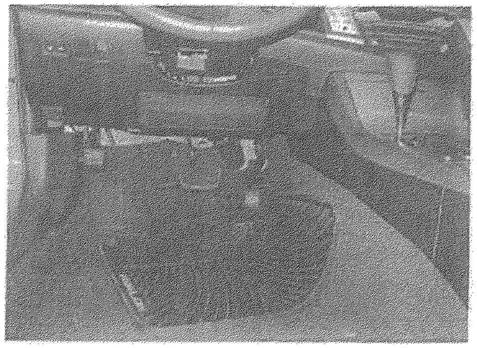
Effectiveness of Owner Notification

- Mailing conducted April 24 – May 11
- At the time of the August 2007 upgrade, of the 17 VOQ's, none reported incident dates later than May 2007
- This week, NHTSA informed Toyota of 4 additional VOQ's
  - 3 reported incident dates after July 3, 2007
  - 1 reported an incident date in December 2006
  - Currently under evaluation

CONFIDENTIAL

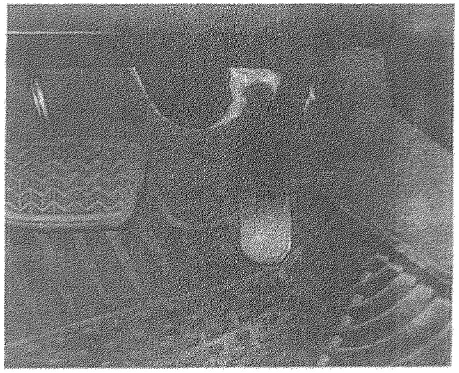
Other Vehicles – Avalon





Avalon

- Different ridge on AWM
- Footwell impedes forward movement of AWM
- Tunnel design reduces the possibility of occurrence



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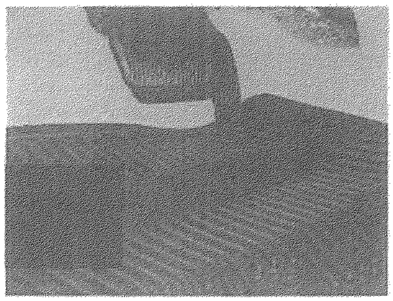
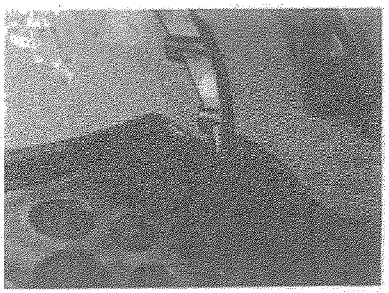
Other Manufacturer Vehicles



- Same AWM supplier
- OE Accessory
- Related VOQ's in NHTSA Database



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Doc. 8

News

Wednesday, September 26, 2007 **Contact: Rae Tyson: (202) 366-9550**

NHTSA CONSUMER ADVISORY: Secure Floor Mats in 2007/2008 Lexus ES 350, Camry, Other Toyotas. Advisory Also Extended to Other Vehicles.

Toyota to Conduct Floor Mat Recall

Owners of 2007 and 2008 Lexus ES 350 models and certain other Toyota vehicles are being urged to make sure the driver-side, "All Weather" floor mats are properly secured before driving the vehicles, according to the National Highway Traffic Safety Administration and Toyota Motor Company.

Toyota announced it will conduct a recall of all the affected floor mats, which are used in the 2007/2008 Lexus ES 350 as well as the 2007/2008 Camry.

NHTSA and Toyota noted that, if unsecured, the mats being recalled can slip forward and trap the accelerator pedal, causing the vehicle to accelerate uncontrollably.

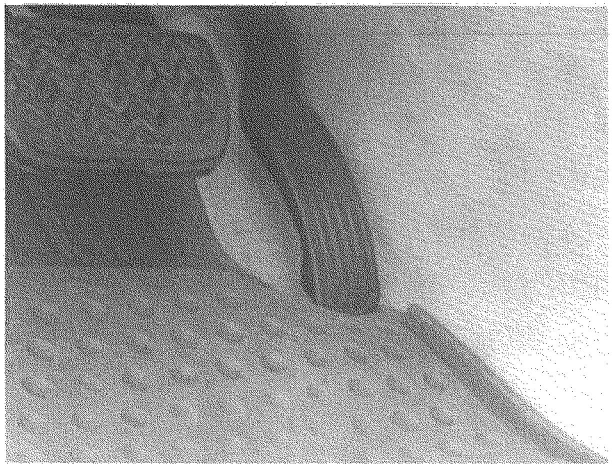
Although not part of the recall, NHTSA urged drivers of other Toyota models, including Avalons and Prius hybrids, to check the driver-side floor mats to make sure they are properly installed.

While the recall is underway, drivers of these Toyota vehicles are strongly urged to make sure the driver-side floor mat is properly secured to the retention hooks on the floorboard. Also, never overlay two mats on top of each other because the retention hooks cannot secure the top-most mat which can then can slip and trap the accelerator pedal.

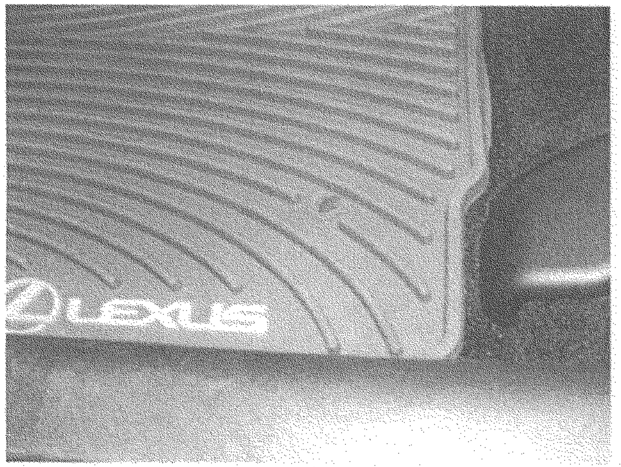
Of course, depending on vehicle design, it is possible for unsecured floor mats to interfere with accelerator or brake pedals in a wide range of vehicles. Therefore, NHTSA reminds all drivers of all makes and models to check the driver-side floor mats for secure installation and to follow manufacturer instructions for installing the mats.

For more information, consumers can contact the National Highway Traffic Safety Administration's Hotline at 888-327-4236 or their Toyota or Lexus dealer.

-More-



Example of an unsecured driver-side floor mat trapping the accelerator pedal in a 2007 Lexus ES350



Always make sure your driver-side floor mat is properly secured by the tabs. Never overlay two mats on top of each other because the top-most mat can not be secured properly by the retention hooks.

To view high resolution versions of the above images, click here and here.

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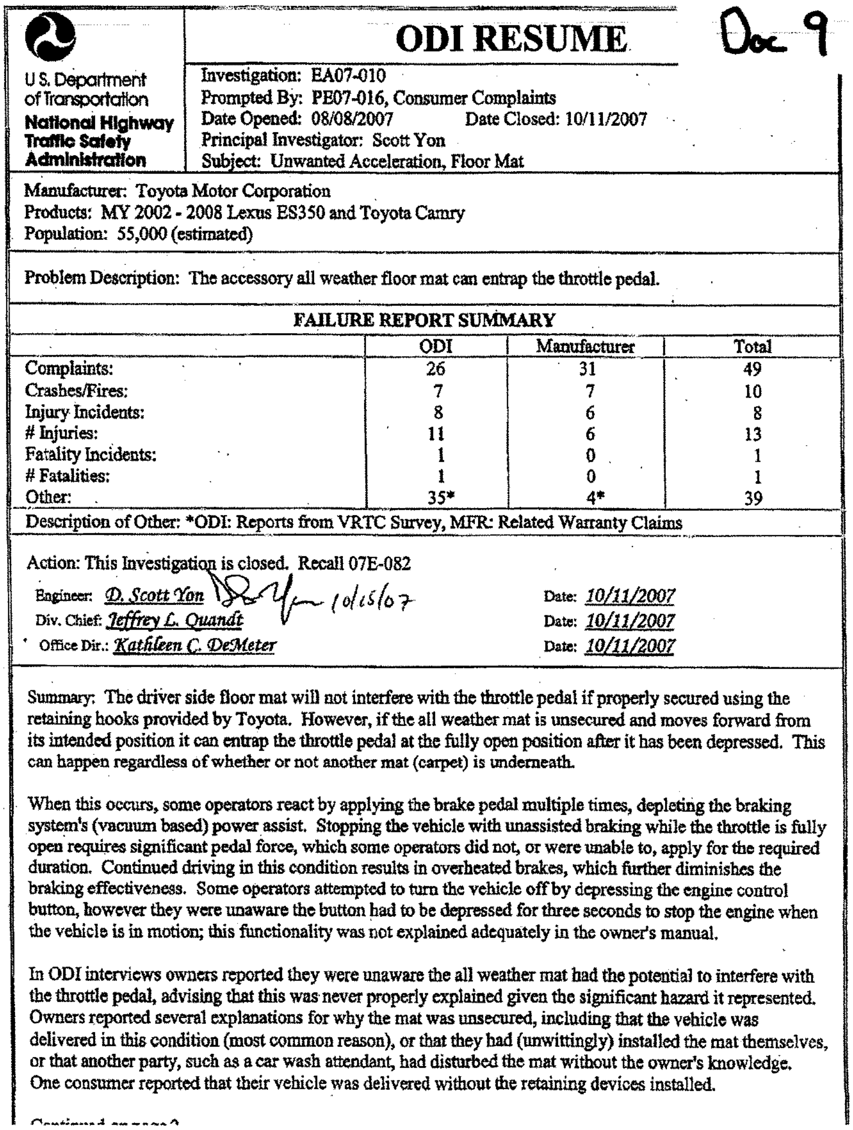

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U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

Investigation: EA07-010
Prompted By: PE07-016, Consumer Complaints
Date Opened: 08/08/2007 Date Closed: 10/11/2007
Principal Investigator: Scott Yon
Subject: Unwanted Acceleration, Floor Mat

Manufacturer: Toyota Motor Corporation
Products: MY 2002 - 2008 Lexus ES350 and Toyota Camry
Population: 55,000 (estimated)

Problem Description: The accessory all weather floor mat can entrap the throttle pedal.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	26	31	49
Crashes/Fires:	7	7	10
Injury Incidents:	8	6	8
# Injuries:	11	6	13
Fatality Incidents:	1	0	1
# Fatalities:	1	0	1
Other:	35*	4*	39

Description of Other: *ODI: Reports from VRTC Survey, MFR: Related Warranty Claims

Action: This Investigation is closed. Recall 07E-082

Engineer: *D. Scott Yon* 10/15/07 Date: *10/11/2007*
Div. Chief: *Jeffrey L. Quandt* Date: *10/11/2007*
Office Dir.: *Kathleen C. DeMeter* Date: *10/11/2007*

Summary: The driver side floor mat will not interfere with the throttle pedal if properly secured using the retaining hooks provided by Toyota. However, if the all weather mat is unsecured and moves forward from its intended position it can entrap the throttle pedal at the fully open position after it has been depressed. This can happen regardless of whether or not another mat (carpet) is underneath.

When this occurs, some operators react by applying the brake pedal multiple times, depleting the braking system's (vacuum based) power assist. Stopping the vehicle with unassisted braking while the throttle is fully open requires significant pedal force, which some operators did not, or were unable to, apply for the required duration. Continued driving in this condition results in overheated brakes, which further diminishes the braking effectiveness. Some operators attempted to turn the vehicle off by depressing the engine control button, however they were unaware the button had to be depressed for three seconds to stop the engine when the vehicle is in motion; this functionality was not explained adequately in the owner's manual.

In ODI interviews owners reported they were unaware the all weather mat had the potential to interfere with the throttle pedal, advising that this was never properly explained given the significant hazard it represented. Owners reported several explanations for why the mat was unsecured, including that the vehicle was delivered in this condition (most common reason), or that they had (unwittingly) installed the mat themselves, or that another party, such as a car wash attendant, had disturbed the mat without the owner's knowledge. One consumer reported that their vehicle was delivered without the retaining devices installed.

Continued on page 2

In a September 26, 2007 letter to NHTSA, Toyota indicated that they would conduct a safety recall to replace the all weather mat with a redesigned mat. According to Toyota, the new mat design will reduce the potential for mat interference with the throttle pedal.

The population noted above represents the number of subject mats that have been sold in the United States. Since Toyota cannot identify which vehicles may have the subject mats, they will send a letter to all registered owners of the subject vehicles (estimated 750k) advising them of the concern and remedy. A copy of that letter will be posted on NHTSA's web site under Recall 07E-082; it contains a description of the condition and the actions an operator should take in the event throttle entrapment occurs while driving.

The fatality incident noted above occurred in July 2007 and was investigated by NHTSA's Special Crash Investigations office. It has not been reported on a Vehicle Owner Questionnaire. The operator reportedly traveled at speeds in excess of 100 mph for an estimated eight miles on an interstate in California before it struck two other vehicles. One of the struck vehicles and the subject vehicle caught fire. The occupant of the struck vehicle did not evacuate and died at the scene. The subject vehicle driver suffered a broken bone. The California Highway Patrol is investigating the incident also.

ODI did not issue an Information Request letter during this investigation. The Toyota reports noted above were reported during Preliminary Evaluation, (PE) 07-016 and are current through April 2007 for MY 2007 Lexus ES350 only. ODI does not have field experience data from Toyota for Camry vehicles.

Throttle entrapment due to improperly installed floor mats could be a concern in all vehicles. Therefore, drivers should always ensure their floor mats are properly and safely installed. This includes original equipment mats (carpet and accessory) and especially aftermarket mats. Operators of vehicles with engine control buttons should also ensure they fully understand the button's functionality.

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U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

Doc 10

Investigation: DP08-001
Prompted By: Defect Petition
Date Opened: 01/31/2008
Principal Investigator: Scott Yon
Subject: Sudden and uncontrolled acceleration

Manufacturer: Toyota Motor Corporation
Products: MY 2006 and 2007 Toyota Tacoma pickup trucks
Population: 362,000 (Estimated)

Problem Description: Petitioner alleges two incidents of uncontrolled acceleration and a high number of related ODI complaints.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	1		
Crashes/Fires:	0		
Injury Incidents:	0		
Fatality Incidents:	0		
Other*:	31		

Description of Other: Subject vehicle complaints petitioner identified as exhibiting unexplained acceleration.

Action: The Petition will be evaluated for a Grant or Deny decision.

Engineer: *D. Scott Yon* 1/31/08 Date: *01/31/2008*
Div. Chief: *Jeffrey L. Quandt* Date: *01/31/2008*
Office Dir.: *Kathleen C. DeMeter* Date: *01/31/2008*

Summary: A defect petition letter was received by the Office of Defects Investigation (ODI) requesting a formal investigation of model year (MY) 2006 and 2007 Toyota Tacoma pick up trucks for a possible safety defect causing sudden and uncontrolled acceleration.

The petitioner owns a MY 2006 Tacoma pick up truck with an automatic transmission. The vehicle was purchased new in May 2006 and the petitioner has been the primary driver of the vehicle since that time. No acceleration problems were experienced with the vehicle for the first 24,500 miles of use. According to the petitioner, on 1/5/2008 the vehicle experienced two spontaneous and uncontrolled accelerations within two hours of each other. These incidents are described in the petitioner's complaint filed under ODI 10214130. Subsequent to the incidents, the petitioner conducted a review of ODI's complaint database for MY 2006 and 2007 Toyota Tacoma and other U. S. light truck models for unexplained acceleration complaints. The petition was filed based on this review and the incidents that occurred.

In an initial interview ODI conducted on 1/24/2008, the petitioner further described the circumstances surrounding the incidents and the review of ODI's complaint database. The petitioner's assessment is that the brake system functioned properly during both incidents and that a malfunction or failure of the throttle control system was the likely cause (i. e., that the throttle opened without accelerator application). The vehicle was in normal use at this time and no further unwanted accelerations were reported.

ODI will evaluate the petition for a grant or deny decision.

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2004 and August 31, 2006, as originally manufactured, conform to many FMVSS in the same manner as their U.S. certified counterparts, or are capable of being readily altered to conform to those standards.

Specifically, the petitioner claims that non-U.S. certified 2005–2006 Mercedes Benz SLK class (171 chassis) passenger cars manufactured between August 31, 2004 and August 31, 2006 are identical to their U.S. certified counterparts with respect to compliance with Standard Nos. 102 *Transmission Shift Lever Sequence, Starter Interlock, and Transmission Braking Effect*, 103 *Windshield Defrosting and Defogging Systems*, 104 *Windshield Wiping and Washing Systems*, 106 *Brake Hoses*, 109 *New Pneumatic Tires*, 113 *Hood Latch System*, 116 *Motor Vehicle Brake Fluids*, 124 *Accelerator Control Systems*, 135 *Passenger Car Brake Systems*, 201 *Occupant Protection in Interior Impact*, 202 *Head Restraints*, 204 *Steering Control Rearward Displacement*, 205 *Glazing Materials*, 206 *Door Locks and Door Retention Components*, 207 *Seating Systems*, 212 *Windshield Mounting*, 214 *Side Impact Protection*, 216 *Roof Crush Resistance*, 219 *Windshield Zone Intrusion*, 225 *Child Restraint Anchorage Systems*, and 302 *Flammability of Interior Materials*.

In addition, the petitioner claims that the vehicles comply with the Bumper Standard found in 49 CFR Part 581.

The petitioner also contends that the vehicles are capable of being readily altered to meet the following standards, in the manner indicated:

Standard No. 101 *Controls and Displays:* (a) Inscription of the word "brake" on the dash in place of the international ECE warning symbol; (b) replacement of the speedometer with a unit reading in miles per hour, or modification of existing speedometer so that it reads in miles per hour; and (c) installation or activation of U.S.-version software in the vehicle's computer system.

Standard No. 108 *Lamps, Reflective Devices and Associated Equipment:* (a) installation of U.S.-model sidemarker lamps and headlamps; and (b) inspection of all vehicles and installation, on vehicles that are not already so equipped, of U.S.-model components to meet the requirements of this standard.

Standard No. 110 *Tire Selection and Rims:* installation of a tire information placard.

Standard No. 111 *Rearview Mirrors:* installation of a U.S.-model passenger side rearview mirror, or inscription of the required warning statement on the face of that mirror.

Standard No. 114 *Theft Protection:* installation of a supplemental key warning buzzer, or installation or activation of U.S.-version software to meet the requirements of this standard.

Standard No. 118 *Power-Operated Window, Partition, and Roof Panel Systems:* installation or activation of U.S.-version software in the vehicle's computer system to meet the requirements of this standard.

Standard No. 208 *Occupant Crash Protection:* inspection of all vehicles and replacement of any non U.S.-model seat belts, air bag control units, air bags, and sensors with U.S.-model components on vehicles that are not already so equipped; and (b) installation or activation of U.S.-version software to ensure that the seat belt warning system meets the requirements of this standard.

The petitioner states that the crash protection system used in these vehicles consists of dual front airbags and combination lap and shoulder belts at the front outboard seating positions. The seat belt systems are described as self-tensioning and capable of being released by means of a single red push-button.

Standard No. 209 *Seat Belt Assemblies:* inspection of all vehicles and replacement of any non U.S.-certified model seat belts with U.S.-model components.

Standard No. 210 *Seat Belt Assembly Anchorages:* inspection of all vehicles and replacement of any non U.S.-model seat belts anchorage components with U.S.-model components.

Standard No. 301 *Fuel System Integrity:* inspection of all vehicles and replacement of any non U.S.-model fuel system components with U.S.-model components.

Standard No. 401 *Interior Trunk Release:* inspection of all vehicles and installation of U.S.-model components on vehicles that are not already so equipped.

The petitioner additionally states that a vehicle identification plate must be affixed to the vehicles near the left windshield post to meet the requirements of 49 CFR Part 565.

All comments received before the close of business on the closing date indicated above will be considered, and will be available for examination in the docket at the above addresses both before and after that date. To the extent possible, comments filed after the closing date will also be considered. Notice of final action on the petition will be published in the **Federal Register** pursuant to the authority indicated below.

Authority: 49 U.S.C. 30141(a)(1)(A) and (b)(1); 49 CFR 593.8; delegations of authority at 49 CFR 1.50 and 501.8.

Issued on: August

Claude H. Harris,

Director, Office of V

[FR Doc. E8–20397 Filed 9–2–08; 8:45 am]

BILLING CODE 4910–59–P

DEPARTMENT OF TRANSPORTATION

National Highway Traffic Safety Administration

Denial of Motor Vehicle Defect Petition

AGENCY: National Highway Traffic Safety Administration, (NHTSA), Department of Transportation.

ACTION: Denial of a petition for a defect investigation.

SUMMARY: This notice sets forth the reasons for the denial of a petition (Defect Petition DP08–001) submitted by Mr. William Kronholm to NHTSA's Office of Defects Investigation (ODI) by letter dated January 10, 2008, under 49 U.S.C. 30162. The Petition requests that the agency commence a proceeding to determine the existence of a defect related to motor vehicle safety within the electronically actuated throttle control system that is allegedly causing sudden and uncontrolled acceleration in model year (MY) 2006 to 2007 Toyota Tacoma pickup trucks (vehicles).

After conducting a technical review of the material cited and provided by the petitioner and other information, and taking into account several considerations, including, among others, allocation of agency resources, agency priorities, and the likelihood that additional investigation would result in a finding that a defect related to motor vehicle safety exists, NHTSA has concluded that further investigation of the issues raised by the petition is not warranted. The agency accordingly has denied the petition.

FOR FURTHER INFORMATION CONTACT: Mr. Scott Yon, Vehicle Control Division, Office of Defects Investigation, NHTSA, 1200 New Jersey Avenue, SE., Washington, DC 20590. Telephone 202–366–0139.

SUPPLEMENTARY INFORMATION:

I. Introduction

Interested persons may petition NHTSA requesting that the agency initiate an investigation to determine whether a motor vehicle or item of replacement equipment does not comply with an applicable Federal motor vehicle safety standard or contains a defect that relates to motor vehicle safety. 49 CFR 552.1. Upon receipt of a properly filed petition, the agency conducts a technical review of the petition, material submitted with the petition, and any additional information. § 552.6. After considering the technical review and taking into account appropriate factors, which may include, among others, allocation of agency resources, agency priorities, and the likelihood of success in litigation that might arise from a determination of a noncompliance or a defect related to motor vehicle safety, the agency will grant or deny the petition. § 552.8.

II. Defect Petition Background Information

The Petitioner, Mr. William Kronholm of Helena, Montana, purchased a new model year (MY) 2006 Toyota Tacoma pickup (VIN 5TEUU42N26Z258969, Petitioner's vehicle) on May 10, 2006. The vehicle is equipped with a V6 engine (4.0 L, 1GR–FE), five speed automatic transmission, air conditioning (A/C), cruise control, antilock brakes (ABS), limited slip rear differential, and four-wheel drivetrain (4WD), and was manufactured in April 2006. The Petitioner's vehicle is also equipped with an electronically actuated throttle control system.[1] The Petitioner is the primary driver of the Petitioner's vehicle and he drove the vehicle for approximately 24,500 miles without experiencing a problem with the throttle control system.

On the morning of January 5, 2008, the Petitioner and his wife drove the vehicle to a cross-country skiing area about 100 miles from their home. After skiing several hours, they returned home on Rt. 141. During the return trip, the Petitioner pulled off the road and stopped briefly at the intersection with Rt. 271. The transmission was placed in Park and the engine was left running.

When the Petitioner was ready to resume the trip south on Rt. 141, he engaged Drive and allowed the vehicle to move forward under its own power (without accelerator pedal application). As he approached the intersection, and while braking and checking for oncoming traffic, he sensed that the vehicle was not slowing as expected from the brake application.[2] He struggled with the vehicle for about 10 seconds, continuing to press on the brake, before regaining control of the vehicle. By this time the vehicle had moved about 7 to 10 meters beyond where the Petitioner had intended to stop, coming to rest in the southbound lane of Rt. 141. He was alarmed by the event and wasn't quite sure what had happened. However, he could not identify a specific problem with his vehicle, so he continued driving.

When the Petitioner arrived at his home, he began to back the vehicle into his short driveway.[3] While steering the vehicle into the driveway and using the brake to regulate the vehicle speed, the Petitioner reports that the vehicle began to accelerate suddenly in the rearward direction. He applied the brakes forcefully, which slowed the vehicle,[4] but he was concerned that he was nearing the garage door. He concluded that his vehicle was out of control and, fearing a crash, he turned the ignition switch off. He estimates the duration of this event was approximately 10 seconds. He subsequently restarted the vehicle and it operated normally.

Due to the similarity with his earlier incident, and since both incidents had occurred within a two hour period, he suspected that a defect with his vehicle was the likely cause. He conducted some research, including finding some related news articles and news broadcasts via Web research that reported similar occurrences on other MY 2006 and 2007 Tacoma vehicles. He also found the NHTSA Web site, where he filed his Vehicle Owner Questionnaire (VOQ) report (ODI 10214130) and conducted a VOQ search for other Tacoma reports similar to his. His search identified a number of reports for MY 2006 and 2007 Tacoma vehicles that he considered similar to the incidents he had experienced, as well as a small number of reports for peer vehicles (non-Toyota) of similar age, usage, and design type.

The Petitioner took his Tacoma to a local Toyota dealer on January 7, 2008, advised it of the two incidents he had experienced, and requested that they inspect the vehicle for a potential problem or defect that caused the unintended accelerations. The dealership tested the vehicle, inspected the air intake, throttle and accelerator pedal wiring, and checked for any stored diagnostic codes or service messages in the engine control unit. The dealer also checked for any pertinent bulletins or "health" updates. The dealer could not duplicate the unintended acceleration, no codes were stored and no bulletins or updates were available. No repairs were made and the vehicle was returned to the Petitioner.

The Petitioner filed a Defect Petition (DP) with NHTSA that was received in NHTSA on January 18, 2008. The petition identified his previous VOQ and discussed his research on Tacoma and peer vehicle VOQs with throttle control complaints. He requested that NHTSA open an investigation into sudden and uncontrolled acceleration on the MY 2006 and 2007 Toyota Tacoma vehicles. In a letter to Toyota dated January 25, 2008, the Petitioner described the two "spontaneous and uncommanded sudden acceleration incidents in the span of less than two hours" and the results of his search for related complaints on the NHTSA Web site. The letter takes issue with Toyota's response to his and other complaints of sudden acceleration and requests that Toyota conduct a "full and complete investigation of the defect" in his Tacoma.[5]

ODI contacted the Petitioner on January 24, 2008, to advise that we received his petition. During this call, ODI staff briefly reviewed the specifics of the two incidents the Petitioner reported and requested that he provide the ODI numbers of the reports he identified in his petition for both the Toyota and non-Toyota vehicles. During this conversation, the Petitioner confirmed his assessment that during both incidents, his vehicle's brake system had functioned properly and that the cause of the incidents was a failure of the throttle control system, specifically that the throttle control system opened the throttle without accelerator pedal application. In other words, the vehicle self-accelerated. In his opinion, this acceleration made the vehicle difficult to control and unsafe to operate.

The Petitioner provided a list of 37 VOQ reports via e-mail, 33 for Toyota Tacoma, including the Petitioner's report ODI 10214130, and four for non-Toyota pickups.[6] The Toyota Tacoma reports included 16 reports on MY 2006 and 17 reports on MY 2007 Tacoma. ODI notes that two reports (10180652 and 10181486) were submitted by the

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[1] The design of the Tacoma throttle control system is similar to that reviewed in PE04–021. Interested persons can refer to this investigation for more information on the basic design and operation of the system.

[2] His wife also recognized that the vehicle was not stopping as she had expected, or that something was wrong, and she asked her husband what was going on.

[3] There is a slight grade that would allow the vehicle to reverse without accelerator application.

[4] The Petitioner states his vehicle's rear wheels were spinning freely as he recalls hearing the sound of gravel hitting the inside of the rear wheel wells.

[5] See *http://www.safercar.gov* under VOQ report ODI 10214130 to view the 1/25/2008 letter.

[6] ODI numbers for MY 2006 Tacoma: 10152011, 10172030, 10183012, 10184332 (Canadian vehicle), 10184375, 10184416, 10184759, 10185253, 10186096, 10191371, 10201595, 10202727, 10211100, 10212718, 10214130, 10215598. For MY 2007 Tacoma: 10180652, 10181411, 10181486 (same complainant as 10180652), 10182045, 10187789, 10197535, 10198196, 10199820, 10201655, 10202283, 10207528, 10208120, 10208868, 10208890, 10212294, 10212602, 10212656. For non-Toyota products: 10166548, 10183144, 10199348, 10203722.

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same complainant, and one (10184332) was submitted by a Canadian consumer.

In response to the petition, ODI opened Defect Petition (DP) 08–001 on January 31, 2008. ODI sent an Information Request (IR) letter to Toyota on February 8, 2008, with a response due date of March 28, 2008. The IR letter sought information relating to a range of potential consumer complaints and defined the MY 2004[7] to 2008 Tacoma models as the subject vehicles.[8] Toyota requested and was granted extensions to the original response date, with partial submissions made on the agreed upon dates, and the submission was completed on April 25, 2008.[9] Toyota also conducted a technical meeting with ODI on May 21, 2008.

III. NHTSA Review—VOQ Data

ODI began its assessment of the petition by attempting to contact each of the persons who had submitted a VOQ report on a Tacoma, as identified by the Petitioner. We interviewed 26 of the 31 consumers.[10] In the interviews, consumers described events that could be attributed to a throttle control system issue. Their concerns stemmed from a variety of vehicle operating conditions and driving circumstances. Some owners described events similar to the Petitioner's allegations, in that unintended acceleration occurred on vehicles equipped with an automatic transmission while slowing or stopped. Other complainants described unintended acceleration that was minor in comparison to the events that the Petitioner described. Other owners described events that varied significantly from what the Petitioner reported. For example, some consumers described events that occurred on manual transmission vehicles at highway speeds when the clutch was depressed, while others reported that a condition only occurred after the accelerator pedal significantly (inte when the cruise control or A/C system was engaged. Some consumers reported events occurring when more than one of these conditions was present.

After the initial interviews, ODI elected to expand its analysis to include a broader representation of Tacoma reports in the VOQ complaint database. Noting that the DP subject vehicles were of a consistent design type (generation) from MY 2005 through MY 2008,[11] we searched the complaint database to identify all reports potentially involving the throttle control system for MY 2005 and later Tacoma vehicles. Table 1 shows the number of Tacoma VOQ reports, by MY, that include an allegation possibly related to the throttle control system. We attempted to interview each person who submitted a report. We have interviewed 64 of these 97 consumers (about 66%).

TABLE 1—UNIQUE TACOMA THROTTLE CONTROL SYSTEM COMPLAINTS, THROUGH 5/31/2008

MY	2005	2006	2007	2008	Totals
Complaints	18	36	38	5	97

As shown in Table 1, there were fewer reports for MY 2005 Tacoma reports than for MY 2006 and 2007. When vehicles share a common design configuration over more than one model year, there typically tends to be higher rates of reports on the older vehicles than the newer ones. The trend found here may reflect an abnormal variability or another factor such as more recent publicity.

Based on the report descriptions and the interviews conducted, ODI separated the consumer complaints into (1) those that may involve the throttle control system, (2) those that did not relate to the throttle control system (or that relate to a different system or component), and (3) those that we could not categorize, often because of limited information. The analysis revealed that some VOQs implicate more than one of the above issues, resulting in a total of 104 discrete complaints in these three categories.

Of the 104 complaints, 59 relate or may relate to the throttle control system. These complaints include allegations of high idle speed on cold start; short duration (less than one second), small magnitude vehicle surges while the vehicle is at rest and in gear (possibly related to A/C system operation); excessive engine speed and transmission downshifts when the cruise control is engaged and the vehicle encounters an uphill grade; and failure of the engine to return to "idle" in a normal manner while at highway speeds when the clutch is depressed for shifting (termed by Toyota as "catalyst protection").

Regarding the vehicle's throttle control system, we note that NHTSA's Office of Vehicle Safety Compliance (OVSC) conducted testing on a MY 2007 Tacoma for compliance with Federal Motor Vehicle Safety Standard (FMVSS) No. 124, Accelerator Controls in September 2007. In a November 23, 2007, report, OVSC indicated that the Tacoma throttle control system is compliant with the requirements set forth in FMVSS No. 124.[12] OVSC completed this testing prior to the opening of DP08–001.

Of the 59 complaints that may be related to the vehicle's throttle control system, two of the complaints (about three percent) related to high idle speed on cold start. None of these reports allege a crash or injury. NHTSA's Vehicle Research and Test Center (VRTC) conducted testing to compare two MY 2008 Tacoma (four- and six-cylinder engines with automatic transmissions) to 15 other non-Tacoma vehicles. The objective was to determine the engine RPM and the sustaining brake pedal force (effort required to maintain a stationary position) during cold start.[13] For the vehicles tested, the Tacoma idle speeds and pedal forces were both above the average of the 17 vehicles tested but within the range of values measured.

Thirty-seven of the 59 complaints (about 63 percent) related to a short duration, small magnitude vehicle surge increase while the vehicle is at rest and in gear. None of these reports allege a crash or injury. In assessing the safety consequence of these at-rest surge complaints, we note first that these events occur only on vehicles equipped with automatic transmissions. Like many other vehicles, the Tacoma idle speed varies depending on whether the A/C compressor is engaged. We note also that the A/C compressor operates

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[7] The MY 2004 vehicles are an earlier design version that used different engines and body style.

[8] This was done to ensure a comprehensive sample of the types of complaints Toyota received.

[9] Some portions of the response were submitted with a request for confidentiality.

[10] The five remaining consumers failed to respond to requests for an interview, or could not be contacted.

[11] At MY 2005, the Tacoma vehicle line underwent a major design revision from the MY 2004 vehicle, with a new body style and powertrain being introduced.

[12] See *http://nhthqnwws111.odi.nhtsa.dot.gov/acms/docservlet/Artemis/Public/OVSC/2007/Test%20Reports/TRTR-639126-2007.PDF* for vehicle specification, test results, and details on obtaining more information.

[13] This work was completed prior to the opening of DP08–001 also.

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when the front windshield defroster is enabled, regardless of the state of the A/C compressor switch.

In our IR to Toyota, we asked the company to explain the functionality of the Tacoma A/C system and how it affects the idle speed. According to Toyota's response, there is a modest increase in idle speed when the AC compressor engages. With this functionality, it is possible for the vehicle to inch forward if, after it is stopped and in gear, the driver applies only enough braking to prevent the vehicle from rolling forward under normal conditions without the A/C engaged and the A/C compressor subsequently engages. However, a small additional brake force suppresses this forward movement.

Some of these 37 consumers, typically those with 4WD, reported that within about five seconds after stopping the vehicle, they experienced a surge that felt like a sharp jolt in the vehicle as though a following driver had tapped the rear bumper (some consumers reported looking in the rearview mirror to see if this was the case). The duration of the jolt was very short (< 1 second), would occur only once per stop, and occurred randomly—perhaps on a weekly basis or less frequently. Consumers did not report a simultaneous change in engine speed, so it is unclear if this issue involves the vehicle's throttle control system.[14] We were not able to simulate this event on a vehicle. However, to the extent that these events could be related to the throttle control system, we note that consumers reported they easily controlled vehicle movement with normal brake force.

Eleven of the 59 complaints (about nineteen percent) involve excessive engine speed and transmission downshifts when the cruise control is engaged and the vehicle encounters an uphill grade. None of these reports allege a crash or injury. We note that this occurs only on vehicles equipped with automatic transmissions and cruise control, and that it appears to be more prevalent on the four cylinder models. We identified VOQ report ODI 10183271 that provided detailed information regarding this issue. The report states that while on the interstate with the cruise control engaged and set within a speed range of about 65 to 75 miles per hour, if the vehicle encounters an uphill grade, the vehicle will first downshift to a lower gear, then apply additional throttle, resulting in the engine revving to a high RPM.[15] The VOQ alleges that the combined effect of downshifting then opening the throttle can cause a yaw or loss of control condition and that a crash could result, and that a near crash incident occurred on one occasion.[16]

We interviewed this consumer[17] and discussed the results of testing conducted on his vehicle by a local Toyota dealer. He provided a description of what he learned from Toyota's testing, and agreed to allow us to inspect his vehicle. We met with him on March 12, 2008, and test drove the vehicle on local interstates where he had previously experienced the alleged event. We connected a commercially available test device to the vehicle's diagnostic connector to monitor throttle and transmission data. We confirmed that when the vehicle cruise control is set to a specific speed range and it encounters an incline, the transmission will downshift to second gear and the engine will rev to a high RPM. However, we could not confirm that the transmission downshift preceded the throttle application. To the contrary, the data showed that the transmission downshift was in response to throttle opening, similar to what would occur if the operator were to manually apply the accelerator pedal under similar circumstances (same speed range, on an incline). We do not perceive a significant safety risk related to this phenomenon.

Nine of the 59 complaints (about 15 percent) relate to an alleged failure of the engine to return to ''idle' in a normal manner while at highway speeds when the clutch is depressed for shifting (what Toyota describes as catalyst protection). One of these reports alleges a crash with no injury, as discussed below. We note first that this event only occurs on vehicles equipped with four cylinder engines and manual transmission. The condition is typically described in reports as a failure of the engine to return to normal idle speed and an increase in engine speed that occurs when the clutch is depressed while shifting from 4th to 5th gear (see ODI 10150731, 10157923, 10175527, and 10208505).

In its IR response, Toyota described the system used on four cylinder vehicles to prot[illegible] durability of the [illegible] component of the emissions control system. Toyota reported that under certain operating conditions and when the accelerator pedal is not being depressed (i.e., an overrun condition), the vehicle's catalytic converter can be damaged if there is inadequate air flow through the engine. In simplified terms, the throttle control system opens the throttle without driver input to provide a minimal airflow through the engine. This can produce a temporary elevated idle speed if the clutch is depressed. However, according to Toyota's IR response, the air flow increase by the throttle control system is limited so that it does not result in a net power output to the vehicle. Toyota advised that while increased air flow diminishes engine braking (deceleration caused by engine drag in an overrun condition), it cannot produce vehicle acceleration.

VRTC testing of a MY 2006 Tacoma equipped with a four cylinder engine and manual transmission verified that the catalyst protection feature operated as Toyota described.[18] We confirmed that the strategy is only implemented when the transmission is in 4th or 5th gear and note that when the clutch was depressed we observed free-wheel engine speeds as high as 3,000 RPMs. However, at the road speeds where this occurred (60 to 75 MPH), and with the limited amount of airflow involved, the effect on vehicle control, though perhaps annoying to consumers, did not appear to be consequential.

One VOQ report (ODI 10152011) alleged that this operation caused the operator to lose control of his vehicle and crash on a rural/semi-urban Colorado roadway. However, the road was snow-covered at the time of the crash. Based on the information in the report, the vehicle was travelling at a high speed when the crash occurred (70 MPH on a snow-covered rural/semi-urban road). Since speed and road conditions may have been a factor, the incident described in this report is of little probative value with regard to the alleged defect described in the petition.

Beyond the 59 reports, ODI identified 19 reports that did not relate to the throttle control system, or that relate to a different system or component. Fourteen of these appear to have been caused by floor mat interference with the accelerator pedal, including 4 crashes and 3 injuries. The other five reports were related to dual pedal application, where the operator inadvertently depresses both the

Floor Mat

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[14] Some consumer's have alleged that the vehicle's drivetrain or suspension causes the condition.

[15] He states that he met with a Toyota technical representative and observed the results of test work they conducted. The consumer claims that the test results verified the system operated in the manner described in his report, though he did not obtain copies of the test results.

[16] See the VOQ report ODI 10183271 for details of the near loss of control incident that was alleged.

[17] The complainant is an engineer who owns a four cylinder Tacoma with automatic transmission.

[18] Also, Toyota demonstrated this system to ODI during the May 21, 2008, technical meeting.

Doc11c

accelerator pedal and the brake pedal when intending to apply the brake only. One of these reports alleges a minor crash with no injury (ODI 10221144). These five complaints involve vehicles equipped with automatic transmissions. When dual pedal application occurs, the vehicle moves forward further than the driver intends. During ODI interviews, complainants reported that they had inadvertently applied both the brake and gas pedals at the same time. Three complainants determined this prior to filing VOQs (ODI 10210488, 10221144, and 10223599), one concluded it after filing and disclosed it during the interview (ODI 10208868), and one mentioned that this may have been a factor during our interview (ODI 10198196). To the extent that causes are identified that are not related to the electronic throttle control system but which may raise possible safety defect issues, such as floor mat interference or pedal placement, ODI will continue to examine them as part of our regular screening process and will open investigations if warranted.

Floor Mats

In a few reports, consumers questioned the design of the pedal configuration, suggesting that the pedals were too close to one another (lateral separation) or that there was insufficient step-over [19] clearance. We note that, dimensionally speaking, the pedal configuration of the MY 2005 to 2008 Tacoma is typical of other light trucks and passenger vehicles. Some complainants noted that they had been wearing larger or stiffer than usual shoes, such as work boots, when the dual pedal application occurred, and they reported that this was a factor in the occurrence.

Related to this topic, ODI interviewed the Petitioner and inspected his Tacoma at his home on March 26, 2008. In an earlier interview, the Petitioner advised that he was wearing his cross-country ski boots (shoes) when his two incidents occurred, so we took this opportunity to look at them. The cross country ski shoes (Merrell brand, men's size 9½), unlike down-hill ski boots, are similar in size and width to a work boot with the exception of an extension at the toe of the boot that acts as a binding for the ski. The binding is of the same thickness as the sole of the shoe and it extends forward (outward) from the shoe about ⅝ of an inch. During a test drive, we noted that the Petitioner used his right foot to operate the brake and gas pedal, and that he lifts and relocates his foot when he transitions from one pedal to another.[20]

Considering that the shoes may have played a role in his incidents, we discussed the issue of dual pedal application with the Petitioner. He noted that he skied two to three times per year, that he typically drove with his ski shoes on to save time at the ski facility, and that he had never had a problem before. Additionally, he noted that he had made this same trip using the Tacoma a few times the prior ski season without incident. We asked the Petitioner to assess the vehicle with his ski shoes on to see if he could apply both pedals at the same time and to advise us of his findings. He subsequently reported that it was possible for him to inadvertently hit both pedals while w but that his foot had abnormal orientation one that would be plainly obvious to him. In his estimation this was not the cause of his two incidents.

Finally, for the remaining 26 complaints, these are reports where we have assessed the available information from the complainants, yet we are unable to identify a cause that may be related to the vehicle's throttle control system or, in many cases, any specific cause or explanation. These reports allege 13 crashes with four injury allegations (one minor, two moderate, one severe). In some cases, the VOQ was inconclusive and the consumer filing the VOQ could not be contacted for an interview. However, in no instances did the complainants report or allege a specific component failure or replacement, the illumination of a warning indicator, the detection of a stored trouble or fault code, or the identification of any other physical evidence supporting a vehicle-based problem. The incidents occur randomly and are therefore unable to be reproduced for testing or further analysis.[21]

IV. NHTSA Review—Toyota IR Response Data

ODI reviewed the information Toyota provided in its IR response for the MY 2005 to 2008 vehicles.22 We reviewed the population data and provide the number of vehicles by MY and transmission type in Table 2.

TABLE 2—VEHICLE POPULATION BY MY AND TRANSMISSION TYPE

	2005	2006	2007	2008*	Totals
Auto	111,625	152,727	134,665	83,828	482,845
Manual	40,013	42,441	31,156	19,105	132,715
Totals	151,638	195,168	165,821	102,933	615,560

*—partial MY.

We reviewed Toyota's responses to several other questions to ensure we fully understood any product or design changes, the studies of issues relevant to the alleged defect conducted by Toyota, the design and operation of the systems that interact with the throttle control system, and Toyota's assessment of the possible problem with the Tacoma throttle control system. We did not identify any information indicating a product- or component-based issue that could explain or cause a throttle control system failure.

We conducted a limited review of the responses to questions regarding the complaint and warranty data. Our review of the field report, legal claim,[23] and warranty claim data did not identify any concern or trend. We also conducted an analysis of the consumer complaints as described below. Table 3 shows the count of consumer complaints by MY.

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[19] This is the difference in the height (distance) of the pedals from the floor board.

[20] The toe of the Petitioner's foot is oriented to the right of his heel when he applies either the brake or gas pedal.

[21] As an example of the type of analysis possible, for the Petitioner's vehicle, we have interviewed the Petitioner (multiple times), interviewed his wife (she was a passenger for one of the incidents), conducted a physical inspection of the Petitioner's vehicle, reviewed the Petitioner's vehicle service and warranty history, test driven the Petitioner's vehicle, and monitored the Petitioner's vehicle diagnostic/control system using a commercially available diagnostic tool; the Petitioner's vehicle has not exhibited another incident as of this date.

[23] The legal claims were duplicative of the consumer reports, which were also reviewed.

Doc. 11d

TABLE 3—CONSUMER COMPLAINT COUNTS BY MY FROM TOYOTA'S IR RESPO

	2005	2006	2007	2008	Total
Consumer Complaints	176	167	90	13	446

We based our review of the Toyota consumer complaints on the information provided in the IR response. We first note that the trend we saw in the VOQ data—that the MY 2006 and 2007 vehicles were over-represented (or MY 2005 was under represented)—does not appear in the consumer complaint data submitted by Toyota. In fact, Toyota's consumer complaint data do not suggest any identifiable reporting trend for any MY(s).

In reading the consumer complaint reports, we noted most were similar to the complaints identified in the VOQ reports. Accordingly, we followed the same approach used for VOQ reports and conducted an analysis of a random sample of consumer complaints. We reviewed 133 reports[24] from MYs 2005 to 2008 and identified 142 separate complaint types. ODI categorized 96 (about 68%) of the complaints as potentially related to the vehicle's throttle control system, 23 (about 16%) as not related to the throttle control system (or related to a different system or component), and 23 (about 16%) as not permitting us to identify a cause that relates to the vehicle's throttle control system.[25] These proportions are similar to the VOQ analysis.

For the crashes and injuries reported in the Toyota IR response, we reviewed the reports for the MY 2006 and 2007 Tacoma (since these were the subject of the DP request) where a crash or injury was alleged. From these reports, we identified 33 unique incidents. Eight of these incidents, with three injuries, were duplicates of reports to ODI that we had reviewed. For the remaining 25 reports unique to the Toyota response, we determined that four reports, with no injuries, fell outside the scope of the alleged defect (these involved brake system or other unrelated issues), two involved dual pedal application errors, and six involved other issues not related to the throttle control system. For the remaining 13 crash allegations, with one injury allegation, we were unable to make an assessment of the underlying cause of the crash.[26]

Conclusion

ODI's review of the petition, assessment of VOQs, interviews of persons who filed VOQs, testing, and review of Toyota's IR response reveals that about three-quarters of the complaints involved various explained aspects of the Tacoma's throttle control system that do not seem to present a significant safety risk under most circumstances, or did not involve a failure of the throttle control system. For the remaining quarter, although there may have been an issue with the throttle control system as one possible explanation, we have been unable to determine a throttle control related or any underlying cause that gave rise to the complaint. For those vehicles where the throttle control system did not perform as the owner believes it should have, the information suggesting a possible defect related to motor vehicle safety is quite limited. In our view, additional investigation is unlikely to result in a finding that a defect related to motor vehicle safety exists with regard to the Tacoma's throttle control system or a NHTSA order for the notification and remedy of a safety-related defect as alleged by the petitioner at the conclusion of the requested investigation. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied. This action does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will take further action if warranted by future circumstances.

Authority: 49 U.S.C. 30162(d); delegations of authority at 49 CFR 1.50 and 501.8.

Issued on: August 25, 2008.

Daniel C. Smith,

Associate Administrator for Enforcement.

[FR Doc. E8–19994 Filed 9–2–08; 8:45 am]

BILLING CODE 4910–59–P

DEPARTMENT OF VETERANS AFFAIRS

Enhanced-Use Lease of VA Property for the Improvement and Operation of the Memorial Stadium at the Department of Veterans Affairs Medical Center, Chillicothe, OH

AGENCY: Department of Veterans Affairs (VA).

ACTION: Notice of Intent To Enter into an Enhanced-Use Lease.

SUMMARY: The Secretary of the Department of Veterans Affairs (VA) intends to enter into an enhanced-use lease of approximately 4.273 acres of underutilized land and improvements at the VA Medical Center in Chillicothe, Ohio. The selected lessee will finance, preserve, improve, design, build, operate, manage and maintain the property, which includes the VA Memorial Stadium and its accessory facilities (e.g., bleachers, dressing rooms, concession buildings, playground, and a grassy area adjacent to the stadium). As consideration for the lease, the lessee will be required to make annual capital improvements, pay VA fair market annual rent, and allow VA to use the stadium at no cost for mission-related events at least 5 times annually during the lease term. The value of the consideration meets or exceeds the net present value of the property to be leased.

FOR FURTHER INFORMATION CONTACT: Edward Bradley, Office of Asset Enterprise Management (044C), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 461–7778 (this is not a toll-free number).

SUPPLEMENTARY INFORMATION: Title 38 U.S.C. 8161 *et seq.* states that the Secretary may enter into an enhanced-use lease if he determines that implementation of a business plan proposed by the Under Secretary for Health for applying the consideration under such a lease for the provision of medical care and services would result in a demonstrable improvement of services to eligible veterans in the geographic service-delivery area within which the property is located. This project meets this requirement.

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[24] We actually reviewed 143 reports but deemed 10 reports fell outside the scope of the alleged defect.

[25] As with the VOQ reports, these consumer complaints did not contain evidence of a vehicle causation but were simply allegations that the vehicle had suffered a throttle control system-related incident. Based on this analysis, we estimate that of the 257 MY 2006 and 2007 Toyota consumer complaints, about 40 would be in this category. This number will be reflected as the manufacturer failure counts in the closing resume for DP08–001.

[26] None of the 25 reports contained any specific evidence of a failure of the throttle control system.

Discussion

- Publicity is a factor in the VOQ reports
  - Mentioned by 60% of those interviewed
- Toyota Technical meeting tomorrow
  - Leave about 8:30, use ODI van(s)
  - Focus on 'technical issues' – not mats
  - Two auto and one manual, plus VRTC
- There doesn't appear to be any evidence of an ETC system defect/problem
- We would like your feedback on safety

Doc 12

Discussion

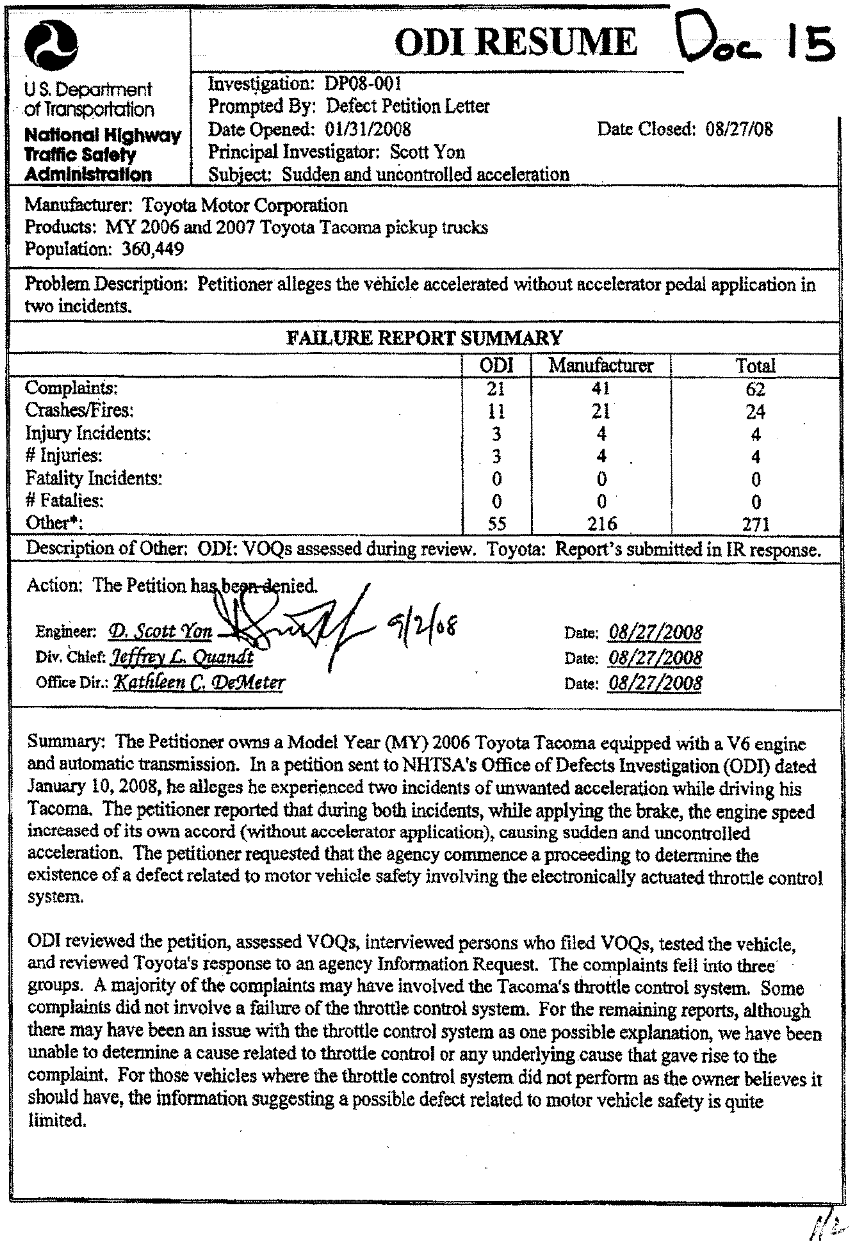
- Mat/pedal entrapment is occurring
  - throttle stuck; could not stop vehicle with brakes, brakes overheated; had to turn ignition off; accelerated from 40 to 80; had to shift to N, engine redlined, even on restart; had to change lanes to avoid other vehicles, etc
- Comparison to ES/Camry AW mat
  - Frequency of occurrence is probably lower
  - Further out of place, more difficult to create
  - Tacoma has a ignition key, not a button
  - Tacoma auto trans doesn't have auto-stick
  - Tacoma is RWD and has rear drum brakes
    - Is harder to maintain in a stopped position
  - Tacoma has manual transmission
- Toyota Go and See study

Doc 13

Discussion

- There are some other Toyota models that remain a concern for mat entrapment
  - We continue to get ES reports also
- How prevalent is this in non-Toyota models?
- Pedal/mat designs, other countermeasures
  - Is there a rulemaking issue here
- These issues need to be looked at further
  - We need to be clear about what we are, *and are not*, going to look at
  - The Visconi vehicle is available
  - I am taking the CAFÉ Detail (Bill Collins)

Doc 14



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

Doc. 15

Investigation: DP08-001
Prompted By: Defect Petition Letter
Date Opened: 01/31/2008 Date Closed: 08/27/08
Principal Investigator: Scott Yon
Subject: Sudden and uncontrolled acceleration

Manufacturer: Toyota Motor Corporation
Products: MY 2006 and 2007 Toyota Tacoma pickup trucks
Population: 360,449

Problem Description: Petitioner alleges the vehicle accelerated without accelerator pedal application in two incidents.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	21	41	62
Crashes/Fires:	11	21	24
Injury Incidents:	3	4	4
# Injuries:	3	4	4
Fatality Incidents:	0	0	0
# Fatalies:	0	0	0
Other*:	55	216	271

Description of Other: ODI: VOQs assessed during review. Toyota: Report's submitted in IR response.

Action: The Petition has been denied.

Engineer: *D. Scott Yon* 9/2/08 Date: *08/27/2008*
Div. Chief: *Jeffrey L. Quandt* Date: *08/27/2008*
Office Dir.: *Kathleen C. DeMeter* Date: *08/27/2008*

Summary: The Petitioner owns a Model Year (MY) 2006 Toyota Tacoma equipped with a V6 engine and automatic transmission. In a petition sent to NHTSA's Office of Defects Investigation (ODI) dated January 10, 2008, he alleges he experienced two incidents of unwanted acceleration while driving his Tacoma. The petitioner reported that during both incidents, while applying the brake, the engine speed increased of its own accord (without accelerator application), causing sudden and uncontrolled acceleration. The petitioner requested that the agency commence a proceeding to determine the existence of a defect related to motor vehicle safety involving the electronically actuated throttle control system.

ODI reviewed the petition, assessed VOQs, interviewed persons who filed VOQs, tested the vehicle, and reviewed Toyota's response to an agency Information Request. The complaints fell into three groups. A majority of the complaints may have involved the Tacoma's throttle control system. Some complaints did not involve a failure of the throttle control system. For the remaining reports, although there may have been an issue with the throttle control system as one possible explanation, we have been unable to determine a cause related to throttle control or any underlying cause that gave rise to the complaint. For those vehicles where the throttle control system did not perform as the owner believes it should have, the information suggesting a possible defect related to motor vehicle safety is quite limited.

Additional investigation is unlikely to result in a finding that a defect related to motor vehicle safety exists or a NHTSA order for the notification and remedy of a safety-related defect as requested by the petitioner. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied. Please see the Federal Register notice for further details.

2/4/08

#

2/2 day.

CONFIDENTIAL ENTIRE PAGE

Confidential

☐ Accelerator pedal ASSY by vehicle model and plant

Destination		Europe and Japan (Only applied to AURIS)		USA	
Model		Corolla/Auris RHD		Corolla LHD	
Platform		New MC		MC modified	
Vehicle manufacturing plant		Takaoka /KN	TMUK/TMMT	Takaoka/KN	TMMC/NUMMI
Accelerator pedal ASSY	Supplier	DENSO	CTS	DENSO	CTS
	Part No.	78110-12030 ↓ 78110-12040	78110-02030 ↓ 78110-02070	78110-33020	78110-07011

☐ Background

(1) It was first reported in 2007 that an interference problem between the accelerator pedal pad and floor caused by misusage of users has occurred in AURIS and BLADE in Japanese market.
*The floor mat was double-layered and not attached to the floor mat clips.

(2) In order to solve the interference problem, the length of accelerator pedal pad was cut by 15mm. --- Sept. 2007
At that time, such a standard considering misusage of users were not established in TMC.

(3) The above countermeasure has been implemented only for RHD vehicle because this problem was caused by misusage of users in Japan.

(4) In European market, vehicles exported from Japan and vehicles manufactured on site were present. In order to avoid any confusion caused by different shapes of the vehicles, the same countermeasure was carried out for both vehicles.

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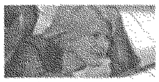

Michelle Krebs, veteran automotive-industry authority, joins Edmunds editors, analysts and data experts to provide news and commentary. (Full bio)

Michelle on *Inside Line*

Michelle on CarSpace

Contact Michelle

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NHTSA on the Hot Seat: What is Standard Operating Procedure?

February 22, 2010

At Congressional hearings this week, federal administrators responsible for automotive safety will be on the hot seat as much as Toyota executives will be.

Amid accusations of foot dragging and influence pedaling regarding the National Highway Traffic Safety Administration (NHTSA), Toyota and their handling of consumer complaints and recalls, safety administrators likely will be grilled about what is standard operating procedure in dealing with consumers' complaints. The overriding question at the hearings will be was NHTSA lax in holding Toyota's feet to the fire on vehicle problems.

TOYOTA

Edmunds.com's analysis of NHTSA databases reveals little consistency in dealing with consumer complaints. The analysis shows no clear pattern in terms of the number of consumer complaints that trigger an agency investigation. The length of time it takes from an investigation to a recall being issued varies widely.

NHTSA www.nhtsa.gov

Whether NHTSA's process works properly and quickly enough and whether it is transparent enough is highly questionable. Ultimately, this week's Congressional hearings may be as revealing in uncovering defects at NHTSA as defects in Toyotas.

NHTSA Investigations: Little Consistency

Edmunds.com's analysis of NHTSA data bases of consumer complaints and defects investigations shows no consistency in the number of complaints it takes to trigger an investigation that ultimately results in a recall. As few as five complaints have triggered an investigation that led to a recall; other investigations that led to a recall haven't started until 1,500 complaints had accumulated.
Edmunds.com's analysis going back to 1990 models further shows once an investigation is launched, it takes an average of 262 days to conclude and result in a recall. However, the range varied widely from an investigation that lasted a mere 10 days before a recall was issued to another that languished for six years before vehicles were recalled.

Congressional Hearings Start

Two House of Representatives committees will stage hearings on Tuesday and Wednesday. The focus will be Toyota's high-profile recalls of millions of vehicles for sticking accelerator pedals and floormats that can trap the gas pedal - both of which have the potential to cause "unintended acceleration."

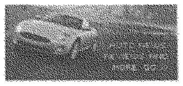
At 11 a.m. Tuesday, the House Energy and Commerce committee will hold a hearing entitled "Response by Toyota and NHTSA to Incidents of Sudden Unintended Acceleration." Testifying will be Toyota Motor Sales President and CEO Jim Lentz and NHTSA Administrator David Strickland.

At 10 a.m. on Wednesday, the House Committee on Oversight and Government Reform holds a hearing titled "Toyota Gas Pedals: Is the Public at Risk?" Toyota President Akio Toyoda has agreed to appear before the committee.

A Senate hearing is set for March 2.

ShareSleuth

Inside Line

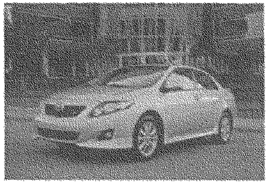


Tale of Two Small Cars with Steering Complaints

Edmunds Automotive
Network | Privacy

A close look at consumer complaints regarding problematic steering on two small cars -- the Chevrolet Cobalt and Toyota Corolla -- paints a picture of how NHTSA's process works -- at least in these specific cases.

Last week, on the heels of three recalls covering about 8 million vehicles for sticky gas pedals, floormats and brakes, the Toyota Corolla's steering was called into question based on consumer complaints filed with NHTSA.



Toyota publicly acknowledged it, too, had received complaints about the Corolla's steering.

Late Friday, NHTSA confirmed it had opened an official investigation that could cover approximately 487,000 2009-2010 Toyota Corolla and Corolla-based Toyota Matrix models. The agency said it had 168 consumer complaints about steering "becoming unresponsive or loose at highway speeds." NHTSA said complaints came from eight people who said they had accidents, resulting in a total of 11 injuries.Toyota said it would cooperate in the investigation announced a recall of the vehicles.

NHTSA: Investigation to Recall	
OPEN YEAR	AVG DAYS FOR INVESTIGATION
1974	104
1976	326
1977	171
1978	177
1979	221
1980	123
1981	260
1982	237
1983	776
1984	389
1985	957
1986	332
1987	308
1988	152
1989	189
1990	279
1991	153
1992	188
1993	173
1994	334
1995	309
1996	262
1997	327
1998	233
1999	367
2000	324
2001	213
2002	209
2003	155
2004	149
2005	173
2006	166
2007	238
2008	141
2009	134

Source: Edmunds.com analysis of NHTSA Data

In early February, General Motors confirmed that NHTSA had launched a formal investigation into consumer complaints regarding steering on its Chevrolet Cobalt, a small car that competes against the Toyota Corolla.

A line-by-line analysis by Edmunds.com engineers and statisticians of the NHTSA consumer complaints about steering on both cars reveals:

- an exponentially higher number of complaints were lodged by customers against the Cobalt compared with the Corolla.

- complaints against the Cobalt go back to the 2005 model-year version. The official investigation was launched early February of this year. The bulk of Corolla complaints are on the recent 2009 and 2010 model-year versions.

- complaints on the Cobalt appear far more serious, including total loss of steering, than do the complaints against the Corolla, which involve steering that wanders or veers in one direction or another more often than total steering loss.

Cobalt Complaints Outnumber Corolla Complaints

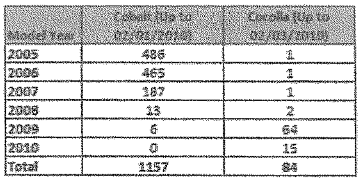
Total complaints about steering on the Cobalt covering the 2005 to 2010 model years total 1,157. Total complaints about steering on the Corolla covering the same model-year period total 84.

The bulk of the Cobalt complaints occurred on the 2005 and 2006 model. General Motors introduced the Chevrolet Cobalt in the 2005 model year, equipping it with Electronic Power Steering (EPS). It would appear GM recognized problems with the steering because changes obviously were made after the Cobalt's introduction. Steering complaints gradually tapered off over the following model years to the point that none had been filed on the 2010 version as of Feb. 1.

It was early February - at the height of the media frenzy surrounding Toyota's multiple recalls -- that NHTSA opened its official investigation of the Cobalt - even though the first hefty batch of complaints were filed on the 2005 models.

Customer complaints about Toyota's sticky gas pedals were occurring on 2007 models, prompting critics to charge NHTSA and Toyota with foot-dragging on fixing the problem.

As for the Corolla, NHTSA received only one steering complaint per model year in 2005, 2006 and 2007; two on the 2008 model. The number jumped to 64 on 2009 version. Another 15 complaints have been filed on the 2010 model as of Feb. 3.



Model Year	Cobalt (Up to 02/01/2010)	Corolla (Up to 02/03/2010)
2005	486	1
2006	465	1
2007	187	1
2008	13	2
2009	6	64
2010	0	15
Total	1157	84

Source: Edmunds.com from NHTSA data

Cobalt More Serious Complaints

Edmunds.com's reading of the steering complaints on both vehicles reveal the complaints about the Cobalt's steering are far more serious and more dangerous than are the complaints about the Corolla's steering.

Almost all Cobalt drivers filing NHTSA complaints report they could not steer the vehicle. One complaint described an accident involving a family riding in their 2005 Chevrolet Cobalt when the power steering failed and the car ran off the road onto the median, causing a head injury to a child onboard. Other owners report they have some near-misses.

A Cobalt owner who makes a living delivering Chinese food and pizza reports that his steering typically fails 10 times over the course of a three-hour shift, requiring the shut off and re-start of the vehicle. A steering repair has been quoted at $2,000 - typical of what other Cobalt owners said in their reports -- and unaffordable on a delivery person's wage, notes the customer. "I'm truly scared that I'll end up dead or severely inured as long as this problem persists."

A few examples from NHTSA complaints on the Chevrolet Cobalt, which shares its underpinnings with the Pontiac G5:

"Power steering motor failure, nearly caused a crash because I could not turn the vehicle."

"The power steering goes out at random intervals on my 2006 Chevy Cobalt. This has nearly led to several accidents."

"I was driving on the highway and my power steering went out. I had no control of the wheel and felt my life was in danger. So I pulled on the side of the road and cut the car off and the problem went away for a minute and came back within 5 min. Can you please help me!!!!"

"I was almost involved in a head on collision due to the power steering failure of my 2007 Chevrolet Cobalt."

Dan Edmunds, director of vehicle testing for Edmunds.com who has read every complaint, suggests the Cobalt problem likely is a failure of the Electronic Power Steering system. In some cases, the problem is resolved when the driver turns off the car and restarts it. But in some cases, the failure affects other vehicle systems, including the throttle and the anti-lock brakes.

Cobalt owners report they have had computer chips replaced and tire pressures checked to no avail. Some have been told the entire steering mechanism needs to be replaced, at their expense and to the tune of a couple thousand dollars.

Of the 84 complaints about the Corolla's steering, three reported loss of steering control. No less unsettling, the typical complaint describes the Corolla's steering problem - on the 2009 model in particular - as "pulling" in one direction or the other from center, "veering" or "wandering" from a straight line at highway speeds. Some specific comments include:

"Above 55 mph the car likes to wander all over the highway."

Corolla owners say they, too, have taken their vehicles to dealerships. In some cases, minor adjustments were made that didn't necessarily fix the problem; in other cases, technicians said they found no problem.

Both Cases Result in Unhappy Customers

In the case of both the Cobalt and Corolla, customers are unhappy, leading some to ask in their complaints filed with NHTSA such things as: "Why isn't there a recall?" "How many people have to be seriously injured before this issue is resolved through a recall?

These are questions NHTSA should answer about the Cobalt, Corolla and other vehicles. - **Michelle Krebs, Senior Analyst and Editor at Large**

Edmunds.com's chief of vehicle testing Dan Edmunds and analyst Danny Zhou provided the technical and data analysis for this report.

Photo by manufacturers and Edmunds.com

1 - 2009 Toyota Corolla (photo by Toyota)

2 - 2005 Chevrolet Cobalt (photo by Edmunds.com's InsideLine)

Posted by Michelle Krebs at 4:10 AM under Analysis , Featured , GM , Toyota | Comments (5) | digg this | Seed Newsvine

Technorati Tags: akiotoyoda, chevroletcobalt, davidstrickland, jimlentz, nationalhighwaytrafficsafetyadministration, nhtsa, pontiacg5, toyota, toyotacorolla, toyotamatrix, toyotarecalls

5 Comments

While both issues are certainly very serious, I have to ask whether these complaints might be connected to the choice of tire and the road surface. Certain tire brands follow the grooves in the road more than others.

Btw, great job on the research! That must've taken tons of hours.

Posted by: estreka | February 22, 2010 at 6:44 AM

Good analysis, although the Cobalt seems to have many fewer complaints in the last two years. Hence why the Corolla is being recalled for 2009-2010.

Posted by: guy1974 | February 22, 2010 at 9:53 AM guy1974 -- don't forget that there are plenty of 2005 and 2006 Cobalts still on the road, with almost 500 complaints each and still counting. It's not too late to recall them, too!

Posted by: mlh | February 22, 2010 at 11:05 AM

Excellent research. Remind me to pass on a Cobalt for my daughter's first car.

Posted by: billddrummer | February 22, 2010 at 11:07 AM

Being a retired engineer, I've taken great interest of the automotive industry for a good part of my life. I've notice through the last five years, Toyota has had many defects with little fanfare with the news media. Probably because Consumer Report has always given them great marks. Somehow, I knew one day Toyota's luck would run out...and that is just what happened.

To go back to 1974 to justify Toyota's defects is ludicrous. We have to look at cars that are on the road today not thirty five years ago. Toyota's problem is greatly made worse by the fact in how they handle the problem. A grade of F must be given to them for the way they misinformed us, I truly hope they find the real problem so once again the highways can be safe.

Posted by: jray4 | February 23, 2010 at 5:29 AM

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February 23, 2010

The Honorable Darrell Issa
Ranking Member, Committee on Oversight and
Government Reform
Congress of the United States
2157 Rayburn House Office Building
Washington, DC 20515-6143

Dear Ranking Member Issa:

I am writing on behalf of Toyota Motor North America, Inc. ("TMA", "Toyota", or "the Company") in response to your letter of February 16, 2010, as Ranking Member of the Committee on Oversight and Government Reform ("the Committee"). Your letter requested more information and a better understanding of how Toyota has reacted to consumer complaints regarding the safety of Toyota vehicles. We share your focused interest in ensuring the safety of Toyota's customers. We trust that the answers below, as well as Toyota's imminent testimony, will assist the Committee's understanding.

Request No. 1

> **a. As President and CEO of Toyota North America, do you believe there is any foundation to the assertion that there is a disconnect between Toyota Japan and Toyota North America, which contributed to a breakdown in communications between Toyota Japan and NHTSA? Please explain.**
> **b. Please detail for the Committee the processes that Toyota has in place to ensure that a breakdown in communications does not lead to a failure to appropriately disclose legally required information to the U.S. Government.**
> **c. Why was it necessary for NHTSA officials to visit Japan for Toyota to recognize its obligations under U.S. law?**

a. Toyota respectfully disagrees with the characterization of the Committee's first request. Toyota can assure the Committee that its business entities in Japan, North America, and around the world, are operating today at an extraordinary level of vigilance, striving to facilitate swift and timely communication of important information. Toyota does believe that communication with NHTSA can be improved, and Toyota has pledged to work hard on that issue. In addition, Toyota is committed to improve its internal communications. Toyota Motor Corporation President Akio Toyoda established the Global Quality Special Committee to conduct a top-to-bottom review of its quality controls worldwide. Toyota will review the communication structures and practices of the Company, particularly across geographic regions. Pending the completion of that review, Toyota will continue its Company-wide efforts to be vigilant, to assure the safety of Toyota vehicles, and to communicate effectively and promptly with its customers, regulators, and other stakeholders.

b. The Toyota worldwide organization has in place many different systems designed to feed information in a timely way to those who are tasked with providing reports to regulatory officials in the United States and elsewhere. A key part of that system is the communication of Field Technical Reports ("FTRs") from Toyota's global dealers to its Customer Quality Engineering centers in the United States and other locations such as Brussels, Belgium. From these regional centers, FTRs are communicated to Toyota's Customer Quality Engineering division in Toyota City, Japan ("CQE-J"). CQE-J receives such FTRs and distributes them to the appropriate design and production engineering teams within the Toyota organization. The task of analyzing these FTRs, which have numbered in excess of 200,000 in each of the past two years, is a daunting one, requiring skill in spotting patterns, and determining whether the FTR is likely to be indicative of a manufacturing or design issue, or driver error or some other causative factor, as well as knowledge of legal requirements.

c. Toyota business entities in the United States and Japan take extremely seriously their obligations under United States law. As to the specific visit to Japan by NHTSA officials referenced in this question, it is the Company's understanding that NHTSA had a long-planned visit to Japan in December 2009, during which it was scheduled to, and did in fact, meet with personnel from Toyota, other Japanese car makers, and the Japan regulatory entity (the Ministry of Land, Infrastructure, Transport and Tourism). In its meetings with NHTSA officials in December in Japan, the Company and NHTSA personnel were able to exchange views on many subjects, and the meetings were cordial and productive. Such visits are helpful in promoting communication and this trip was beneficial from this standpoint.

Request No. 2

> **Shinichi Sasaki, Executive Vice President and Director for Toyota, stated that since a "heated confrontation in Tokyo with NHTSA officials over floor mats" Toyota has "changed our mindset" and "[w]e don't believe this is going to be a problem in the future." Please explain what Toyota's mindset was before the December meeting with NHTSA.**

Toyota acknowledges that before recent events, Toyota believed its relationship with NHTSA was mutually satisfactory. During NHTSA's visit to Japan in December, and in a subsequent meeting in Washington, D.C. in January, Toyota learned that NHTSA believed that

Toyota was not responding quickly enough to regulatory issues. That view was unsatisfactory to both NHTSA and Toyota. These discussions between NHTSA and Toyota were welcome, candid, and beneficial toward reaching a mutual understanding of NHTSA's point of view. Going forward, Toyota is working aggressively to improve the speed of its responses to NHTSA's regulatory concerns, including proactive responses to safety and quality issues arising in the field.

Request No. 3

> **In a November 15, 2005 letter to NHTSA, Christopher Tinto, Vice President, Toyota Motor North America, asked the regulator to drop a preliminary probe into sudden acceleration by the Camry and Lexus ES, saying "there is no factor or trend indicating that a vehicle or component defect exists." Similar language was used in a June 11, 2007 letter to NHTSA responding to a subsequent probe. Please detail the factual basis supporting Mr. Tinto's assertions. Your response should include every effort made by Toyota to examine the source of the complaints, to assess common factors among the complaints, and the number of times Toyota concluded the complaints were based on driver error.**

Toyota's November 15, 2005 letter to NHTSA contains the factual basis for the conclusion that there was no factor or trend indicating that a vehicle or component defect exists. The letter contains information about the number of complaints, warranty claims and other data available to Toyota at that time.

Specifically, the response to Question 3 in that letter explains that Toyota performed investigations on two complaint vehicles that were bought back from customers, and that Toyota's investigation reports had been previously provided to the agency in connection with a 2004 investigation. The response to Question 3 also notes that Toyota field and dealer representatives evaluated 59 of 100 complaint vehicles, and found no evidence of system or component failure in any of the evaluated vehicles. The response to Question 10 in that letter explains Toyota's engineering assessment of the issue, and specifically explained the operation of the electronic throttle control system and its failsafe mode. Toyota also evaluated the complaints in the NHTSA VOQ database, and observed that some of the complaints were that the vehicle "surged" or "lurched," which Toyota believes to be different from unwanted acceleration at wide open throttle. The response to Question 10 summarizes actual vehicle testing conducted by Toyota in connection with the same 2004 investigation, which confirmed that modest surging can occur when there is increased engine load at idle (such as for power steering assist), but that the vehicle movement is limited, and that the vehicle was easily controlled by the service brake. Toyota concluded at that time that the other complaints of unwanted acceleration involved the application of the accelerator pedal, because there were no other indications of vehicle malfunction (such as "check engine" light illumination).

Likewise, Toyota's June 11, 2007 letter contains the factual basis for Toyota's conclusions; however, we disagree that these two letters contain similar conclusions. The June

11, 2007 letter was specifically focused on the potential for floor mat entrapment of an accelerator pedal. NHTSA's case opening resume identified the issue as follows: "Problem Description: The accessory floor mat interferes with the throttle pedal." Toyota's response to NHTSA's information request was responsive to that problem description. Toyota's June 11, 2007 letter readily acknowledged that unsecured all weather floor mats can interfere with the accelerator pedal and described the various steps Toyota had already undertaken to raise consumer awareness of the issue and to redesign the all weather floor mats to reduce the likelihood of pedal entrapment. As the Committee knows, Toyota subsequently decided to recall the floor mats at issue in the 2007 investigation. In 2009, Toyota announced a recall to provide a vehicle-based remedy to address the risk of pedal entrapment.

Request No. 4

> **When did Toyota first begin to receive complaints about sudden unintended acceleration (SUA) events in their vehicles?**
> **a. When did Toyota actively begin looking for an explanation of these SUA events?**
> **b. Once engineers pinpointed pedal entrapment as a possible cause of SUA events, did Toyota continue to look for other explanations?**
> **c. Does Toyota believe that "pedal entrapment," "sticky pedal," and driver error can fully explain the universe of SUA events?**

a. All major vehicle manufacturers, including Toyota, have received allegations of sudden unintended acceleration in their vehicles. Unintended acceleration complaints are not new or confined to vehicles with ETCS-i. Unintended acceleration can occur in any vehicle, regardless of manufacturer, and may have multiple causes, some involving human factors such as pedal confusion and misapplication, and some involving pedal interference or mechanical causes. Toyota has searched its complaint files back to January 1, 2000. The first unwanted acceleration complaint in the files was dated January 3, 2000.

b. Toyota is continuously evaluating information from the field suggesting safety and quality issues in many areas, including reports of unwanted acceleration. Where Toyota's evaluation identifies a vehicle-based cause for the issue, Toyota takes action. For example, Toyota identified a vehicle-based problem with a carpet cover that could trap an accelerator pedal and potentially cause unwanted acceleration in certain Highlander and RX vehicles, and announced a safety recall to address this issue in July 2006. Toyota conducted a similar campaign on Siennas in 2009.

c. Toyota has never maintained that the only possible causes for unwanted vehicle acceleration are pedal entrapment by floor mats, sticky pedals or pedal misapplication. Toyota is continuously looking for potential causes for vehicle issues, including reports of unwanted acceleration.

Request No. 5

> **According to a report from the Los Angeles Times, Toyota first installed electronic throttles (ETC) in 2002 model year Lexus ES and Camry sedans. Total complaints of SUA for the Lexus and Camry in the 2002-2004 model years averaged 132 a year, up from 26 annually for the 1999-2001 models. Did Toyota ever suspect that the ETC system could be responsible for this increase in reported incidence? Please describe any tests or analysis performed on Toyota vehicles to determine if the ETC system could be a contributing factor in the increase in SUA complaints.**

Toyota has confidence in its Electronic Throttle Control (ETC) system. The ETC system is designed to ensure that any malfunction results in reducing power to the throttle valve, not increasing it. The system was thoroughly tested before it was brought to market, and documents reflecting this thorough testing have been provided to the Committee. Moreover, we have retained Exponent, an independent engineering and scientific research firm, to evaluate Toyota's ETC system. In the first phase of Exponent's work, Exponent tried to induce unwanted acceleration in the system, but was unable to do so. The system operated as intended, either by continuing to operate normally, or by entering the failsafe, reduced power mode. A copy of this initial report has been provided to the Committee. Exponent's work is continuing.

Toyota does not believe that the introduction of the ETC system explains the change in the complaint rate for unwanted acceleration in certain Toyota vehicles. The ETC system is the same in all Toyota and Lexus models. If the ETC system had an inherent defect causing unwanted acceleration, the complaint rate on all Toyota and Lexus models should have increased upon the introduction of ETC into each model, but it did not.

Toyota has produced to the Committee the test methods it utilizes to test the design of the ETC systems in Toyota vehicles. The ETC system is designed with redundancy and failsafes so that it is not susceptible to unintended acceleration as a result of a problem in the electronics. If there is a problem, the failsafes cause a reduction in available power, not an increase in power, and the testing Toyota performs in the development process confirms that the ETC system will perform as designed.

Request No. 6

> **In an April 25, 2008 letter to NHTSA, responding to a defect petition for SUA events in Toyota Tacoma models, Christopher Tinto stated that Toyota "believes that it is likely that many of the consumer complaints that are found in the NHTSA VOQ database, as well as many of the complaints about this subject that have been received by Toyota, were inspired by publicity." In an interview with Committee Staff on February 2, 2010, it was revealed that the Tacoma model has consistently ranked in the top three models for complaints of SUA events.**
> **a. Does Toyota still believe the quantity of consumer complaints for the Tacoma model can be accurately attributed to publicity?**
> **b. Does Toyota still believe the complaints related to the Tacoma are only "minor drivability concerns?" If yes, please explain.**

Although Toyota's April 25, 2008 letter to NHTSA accurately stated the company's beliefs at the time, Toyota acknowledges that Tacoma drivers have expressed serious concerns about unwanted acceleration. Toyota is reexamining the Tacoma's field experience to see whether there is any vehicle-based explanation for these complaints, and has announced this week that it will extend the brake override system to Tacomas (MY 05-10) as a step to restore customer confidence in this model.

Request No. 7

> **When did Toyota first become aware that there was a defect in the braking system of the 2010 Prius? When did Toyota notify NHTSA of this defect? When did Toyota notify NHTSA of its proposed remedy?**

Toyota first received a field technical report regarding brake performance on a 2010 Prius in Japan on August 22, 2009, but concluded that there was no evidence of an abnormality. On October 13, 2009, Toyota received a field technical report from the U.S. market which indicated issues with the 2010 Prius brake performance. Toyota testing confirmed that braking forces after antilock brake activation were reduced compared with braking forces before antilock brake activation, when operating on bumpy surfaces. Toyota determined that the ABS software programming permitted this change in braking force, and made a running production change in January 2010 to improve the ABS system's response time.

Earlier this month, Toyota determined that customers were not satisfied with the brake system performance and that consumers could experience increased stopping distances in some cases. Toyota decided to conduct a voluntary safety recall to address this issue with a rewriting of the ABS control unit programming. Toyota notified NHTSA of this decision, including the proposed remedy, on February 9, 2010.

Request No. 8

> **When did Toyota first become aware of potential problems with steering on 2009-2010 Toyota Corolla sedans? When did they notify NHTSA?**

Toyota first received a dealer product report regarding steering complaints on 2009-2010 Corollas on May 12, 2008 and its first Field Technical Report regarding steering complaints on these vehicles on June 26, 2008. Toyota provided that field technical report to NHTSA, as required under the TREAD Act regulations, with its Early Warning Reporting submission for the second quarter of 2008.

In responding to these requests, Toyota has used its best efforts to be as accurate and responsive as possible within the time frame set for responses to your requests and based on Toyota's understanding of the terms used in your requests. The representations herein are based on Toyota's current information and belief. If you have any questions regarding this matter, or need additional information, please call me at 202-626-2901.

Sincerely,

Theodore M. Hester

cc: The Honorable Edolphus Towns
Chairman, Committee on Oversight
and Government Reform